

Good Not For Resale (GNFR) Domestic Guide

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Introduction

This document outlines the process for non merchandise vendors to follow when shipping to Best Buy locations. The document is managed and issued by the Store Experience Goods Not for Resale Team (GNFR). If you have any questions in regards to this document, please contact GNFROperations@Bestbuy.com or NSOTransportation@Bestbuy.com or any other member of that team.

Corporate Address:

Best Buy Corp
7601 Penn Avenue South
Richfield, MN 55423

C.H. Robinson Navisphere Access

If you are new to working with Best Buy and ship freight via FTL or LTL, you will need access to C.H. Robinson's online system Navisphere™ to schedule pickups. Please reach out to C.H. Robinson at

BestBuyGNFR@chrobinson.com or via phone at **(480)239-6109** to get access to the system. After your response has been received, CH Robinson will send via email a welcome letter to schedule a training session for using Navisphere™ and provide a user guide. This user guide is also posted on our Partner Portal and if you have any questions on this please reach out to either **NSOTransportation@bestbuy.com** or **BestBuyGNFR@chrobinson.com**.

Additional references:

- Navisphere Vendor Shipping Guide
- Navisphere Vendor Shipping Guide Tutorial Video

SECTION 1.0 SHIPPING TO CONSOLIDATOR/TPL

1.1 Consolidator/TPL Ship to Address:

2360 Pilot Knob Road, Suite B
Dock Door 15
Mendota Heights, MN 55120

1.2 Driving Directions:

From 35W and 494 interchange take Hwy 494 East to Pilot Knob Road
Pilot Knob Road North to 2360, Suite B
Delivery dock doors Dock doors 14-16 (North side of building)
Driver entrance located near dock 17

1.3 Contacts:

Appointments: bestbuyinbound@GroupO.com
Inbound Scheduling Department: **1(309)736-8439**
Best Buy Transportation: NSOTransportation@bestbuy.com

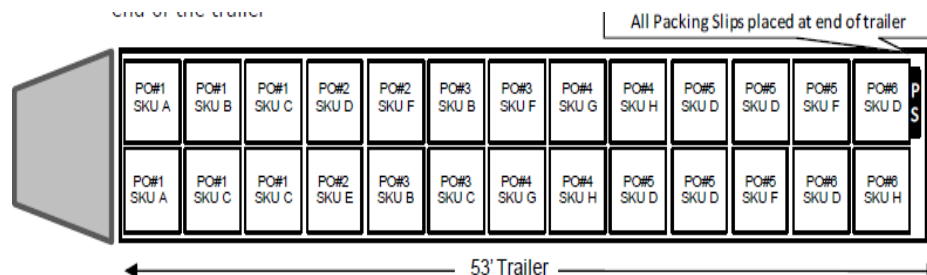
General Warehouse Manager: **1(309)736-8790**
Facility Supervisor: **1(309)736-8431**
Operations Support: **1(309)736-8384**

1.4 Receiving Constraints and hours

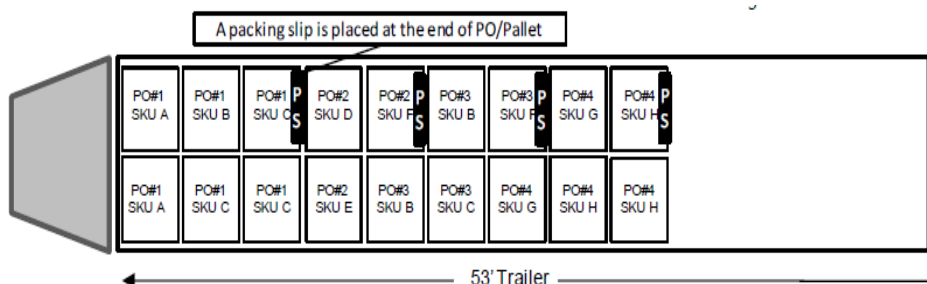
- Consolidator/TPL utilizes forklifts and pallet jacks to offload product at Facility. The facility is not equipped with a drive-up ramp. Please consider equipment/facility constraints when shipping.
- Consolidator/TPL Scheduling/Receiving Hours of Operation **Monday-Friday 8:00 AM – 4:00 PM (CST)**
These hours represent the time at which receiving hours begin and end. As well as the hours of operation in which the facility will be staffed.
- ETAs on appointment request forms are to be within receiving hours as listed above. If ETAs are after receiving hours, the ETA will be considered as the following business day and appointments will be granted as such. In some cases, we will have same day appointments during the business hours noted above.

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Truckload - Packing list is to be placed in a removable envelope or pouch and must be attached to the outside facing surface of the carton/pallet located at the tail end of the trailer. Envelope must be clearly marked as "Packing List Enclosed."



Less-Than-Truckload – Packing list is to be placed in a removable envelope or pouch and must be attached to the outside facing surface of the last pallet of that shipment. Envelope must be clearly marked as "Packing List Enclosed."



Small Package/Express – The packing list is to be located in a removable envelope or pouch on the outside of the carton. Envelope must be clearly marked as "Packing List Enclosed." In the event a packing list is placed within a carton the carton containing the packing list must clearly be marked "Packing List Enclosed."

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1.6 Standard Packing list example:

Vendor name (Vendor shipping address City, State and Zip code)		Bill To: Best Buy Purchasing ETC as directed		Ship To: Consolidator/TPL 2360 Pilot Knob RD Suite C Mendota Heights, MN 55120-1283 USA		
Date: 6/9/14	Order # XXXXXXX	PO Number: XXXXXXX	Total Cartons 5	Ship via: Priority courier	Weight: 1.00	
Line	Item:	Description	Unit of Measure	Qty. ordered	Qty. Shipped	Qty. Backorder
1	1941-0231440	CONS-Shelf Liner- White-24x12	EA	90	80	10
2	001-16-00	Sign Stock- Cass/MD Divider Card Labels	BD	50	50	0

1.7 Shipment Scheduling Guidelines for Consolidator/TPL shipments

Please schedule one trailer load as one appointment. The following process should be followed to receive a delivery appointment.

1. A delivery appointment is required for delivery at Consolidator/TPL. E-mail bestbuyinbound@GroupO.com for appointment.
2. Consolidator/TPL will respond to your request within 1 hour.
3. Same day appointment requests will be granted if available.
4. Once the carrier has a firm ETA, the appointment request form needs to be sent to Consolidator/TPL. Please note the following based on carrier Type/mode:
 - a. *Truckload* – TL carriers can deliver products to Consolidator/TPL providing they have the required information from the BBY supplier, as reported in the Request Form as agreed upon by Consolidator/TPL.
 - b. *Less-Than-Truckload* – LTL carriers are to request an appointment only when all freight that is going to be delivered on the trailer is at the delivery terminal and a valid ETA can be given.
 - c. *Express* – Express mode carriers would follow the same instructions as the LTL carriers.
5. If the carrier misses their appointment for any reason, the load needs to be rescheduled. The carrier can request same day delivery if time is available.
6. Only UPS and FedEx shipments are allowed to deliver without an appointment.

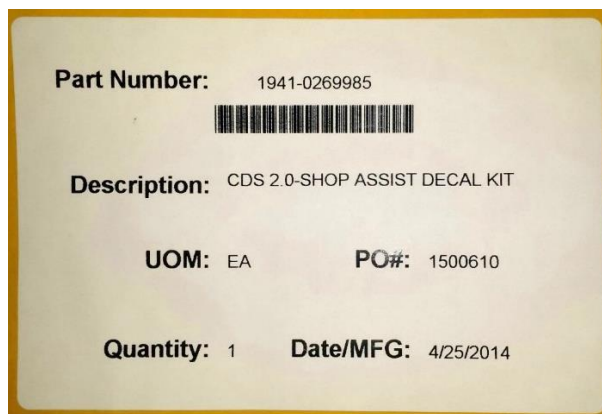
1.8 Carton Shipping Label (ship to)–Consolidator/TPL

General info to include on pallet and carton labels as well as packing slips

- The verbiage “pallet X of N” where X is the sequential pallet number and N is the total number of pallets on the shipment.
- The verbiage “X cartons on pallet” where X is the total number of cartons contained on each pallet.
- Note: If shipping UPS or Fed Ex, the PO numbers must be referenced on the carriers shipping label, either in reference field number 1 or 2.

Carton content label

- Suppliers must label every box with a label similar to this sample:
- Label Size: 4 x 6 inch label



Content Label Information Clarified

1. Format Text = Arial, 22 pt. unless otherwise stated.
2. Part Number = Best Buy Part Number
3. Barcode info: Part number in barcode readout per Standard GSI-128, encoded 128-B Specifications can be located at <http://www.gs1.org/barcodes>
4. **Description:** “Best Buy Part Description” as noted on Purchase Order.
5. **UOM:** unit of measure in which the item was produced (i.e., EA, BD, PD, RL, etc.)
6. **PO #:** Best Buy PO#
7. **Qty:** quantity of item contained within carton in UOM
8. **Date/MFG:** Actual date manufactured
9. Labeled end of the box must be facing out on the skid if possible.

Label Placement Recommended placement on the shorter end of the carton, on the lower right hand corner. Labeled end of the box must be facing out on the skid if possible. Box tape must not cover the labels. Top placement only when carton dimensions prohibit ability to label carton side.

Side Placement:

Top Placement: In the event label is placed on the top of a box. Label must be located so as not to destroy the p/n barcode when and if the box is cut open.



1.9 Trailer Requirements

All shipments must comply with the following requirements. Failure to do so could result in refusal of the freight.

Truckload, Less-than-truckload, and Container shipments

- Low boy trailers are unacceptable.
- Trailer bed must be flat (trailers with an “Annie’s attic” are not acceptable).
- Trailer bed must be between 46” and 52” high from the ground.
- Inside trailer must have a height of at least 100”.
- Trailer beds must be free from debris and loose nails/wood.
- Trailer beds must be sturdy and strong enough to support the use of electric equipment during unloading.

Express mode shipments – Courier, FedEx, or UPS

- Vans are acceptable only if each carton meets the following requirements.
 - Consolidator/TPL does NOT have a drive-up door.
 - Each carton weighs less than 50 pounds.
 - Each carton does not exceed 40" in length.
 - Low boy trailers are unacceptable.
- Trailer bed must be between 46" and 52" high from the ground.
- Trailer beds must be free from debris and loose nails/wood.

1.10 Packaging Requirements

- Cartons to be sealed with 3"Kraft Wet Tape or Polypropylene Clear Carton Tape (with tensile strength of 30 lbs. or greater).
- All products must be packaged to conform to good packaging procedures, as stated in the National Motor Freight Classifications (NMFC) recognized standards. See their website (www.nmfta.org) for clarity.
- The boxes must be recyclable corrugated cartons with minimum burst strength of 125 pounds per square inch (PSI).
- Sometimes orders involve several parts at low quantities making it inefficient to package each into their own box. In these cases, signs measuring 48 inches or less at low quantities, may be packaged each part number in their own bag. The bags must be secured so that parts do not shift and move around. Each bagged bundle must have the required label attached to it. (see carton label specifics and sample). All bagged product must be packed into a master carton. An additional label for each part number must be attached to the outside of the master carton to show what parts are inside the carton.
- Only one purchase order and part number per carton with exception to item 4 above.
- Do not band cartons.
- Each Part Number/SKU will have a specific negotiated Unit of measure (UOM) as PO specified by Best Buy.
 - Suppliers can request a change to UOM in writing to purchasing at Best Buy. Requests are to be submitted to GNFROperations@Bestbuy.com. If the change is accepted the PO will be changed, by Best Buy purchasing. The vendor can then begin shipping in the new approved UOM for all future shipments per PO updated requirements.

1.11 Pallet Requirements

Pallet Specifications

- Dimensions 48"x 40" pallets
- Floor boards not less than ¼"
- Four way pallets are required

Pallet Building

- **Height (max): 58" including pallet**
- All pallets must be shrink-wrapped
- All loads must be palletized except Ocean Containers and FedEx
- Load must not exceed pallet dimensions. Loads exceeding standard pallet dimensions of 48"x40" must be on oversized pallets. No overhang of load from pallets will be allowed. All pallets must be accessible by standard pallet jack.
- Do NOT mix product types on pallet.
- All carton labels must be visible from the outside of pallet
- Every pallet must contain a skid sheet with the following information
 - Bill of Lading number
 - PO number/ Job number
 - Carton count by PO Number
 - Total number of pallets per PO
 - SKU, Part numbers, Reference numbers must be listed on each carton
- No mixed cartons allowed
- Only one SKU/Part # per carton. Cartons containing multiple SKU/Part # are unacceptable.
- Items must be packaged per Best buy Packaging Specifications or as specified in the Purchase Order. If not specified, packaging must be sufficient to ensure product is not damaged during the shipping and receiving process.
- Flat Stock-Best Buy preapproved (typically if product is shipped and used within 72 hours) the item can be rolled and put into a rectangular box this would make handling and storage more effective. If the item cannot be rolled (typically in rolled state longer than 72 hours) it must be shipped flat, banded with protective edges, and corners. Apply cardboard sheets covering the top and bottom of the item then shrink wrap final product.

SECTION 2.0 SHIPPING DIRECT TO BEST BUY STORES

2.1 Vendor Packaging and Labeling

Note - All shipments are required to be packaged securely for transit to arrive without damage to store locations.

- Packaging requirements will vary depending upon whether the shipment is going truckload (TL) or less than truckload (LTL)/Air Freight.
 - LTL/Air Freight shipments should be shipped with as much secure packaging as possible since this freight will be loaded and unloaded multiple times by multiple agents. These shipments are subject to being stacked and consolidated with other freight. Pallets must be able to stack on top of same type of pallet of evenly stacked weight. The freight must not overhang the pallets. (Air shipments which are usually the expedited shipments cannot be over 60" in height).
 - TL shipments are vendor loaded and delivered straight to the destination. These pallets should be palletized (The only exception is when BBY Transportation has advised that this will not be necessary). This method is reserved for a shipment that will fill up a 53-foot trailer.
- All cartons must be shipped on pallets and labeled with the shipper and consignee information per the DS, (direct ship) label criteria.
- All pallets should indicate number of pieces and number of pallets. An example would be 1 of 5 pallets, followed by each pallet labeled with number of pieces, part number, and PO information.
- Hardware box and assembly instructions are to be attached to the 1st pallet.
 - Hardware box is to be marked with red tape or placed in red box and with hardware packing list.
 - Assembly instructions are required to be printed in color and with pictures in high resolution.
- All exposed edges must be protected by corner guards.
- Glass fixtures must be protected by Styrofoam packaging.
- Flexible pieces, such as particle board, must be supported by wood or other durable material to keep the freight from bending in transit.
- No product shall hang over the edge of the pallet. This prevents damage to edges when loading and offloading.
- All shipments will have full outer packaging and be properly secured to the pallet through the appropriate means necessary in order to guarantee safe arrival. Metal banding is preferred, however shrink wrap is acceptable in instances where weight and height are not an issue.

Mass Packaging

- If multiple items are packaged separately and shipped inside one box then each individual item must have attached to it, a label for proper identification
- Identical items must be boxed together and labeled accordingly



Concealed Items

- Skid must have documentation (part number, description and quantity consolidated to one page when applicable) that identifies which items are concealed inside.
- Each concealed item must be packaged and labeled separately.
- All items must be noted on the packing list.



Kit Packaging

- All fixtures that are purchased as kits must be packaged as kits whenever possible
- If it's not possible to package the entire kit in one box or on the same skid, then **each** kit component must be labeled separately with its individual BBY item number not the kit item number. Kits must be clearly itemized on the packing list.



2.2 Labels and Packing lists Requirements

A. Required Types of Labels & Documents

Shipping/Skid Label	Colored Label	Part Labeling	Packing List /BOM- Bill of Materials
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Includes: <ul style="list-style-type: none"> • Ship From Location • Ship To Location • Skid # (if applicable) • Purchase Order # • Part # • Part Description • Part Qty 	Includes: <ul style="list-style-type: none"> • ATTN to (Project Name) • Type of work • Vendor Name • Date • Purchase Order # 	Includes: <ul style="list-style-type: none"> • Signage must have Best Buy Part Number printed on the sign • Fixture and ITS parts must have Best Buy Part Number on part (or on box at minimum) • Parts that come in a box must have Best Buy Part label on the box and image of part on the box 	Includes: <ul style="list-style-type: none"> • BBY Part Number • BBY Part Description • Qty • Manufacturer name and Number (if applicable) • Backorder quantity (NA for Graphics) • Number of boxes
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B. Shipping/Skid Label(s) Shipping direct to stores

1. Required label for all Shipments designated for Best Buy stores
2. All Shipping/Skid labels must:
 - a) Be placed on load sides of skid (one on each side)
 - b) Be a white label
 - c) Do not combine items on pallet unless it is clearly divided
 - d) Have legible font sizes
 - e) Include the following:
 - Ship From Location
 - Ship To Location
 - Skid # (if applicable)
 - Purchase Order #
 - Part #
 - Part Qty
 - Part Description

Supplier's Address	PO: 1720745
	Skid 1 of 3
268	
#268 Best Buy Store	
8210 Concord Mills Blvd	
Charlotte, NC 28027	
Part #, Part Qty	
Part Description	

2.3 Special Colored Coded Carton Labels

All shipments must have a specific color specific label applied to all boxes.

Your Best Buy Purchasing Representative will provide you with:

- A. The color of label to place on each BOX.

- ♦ If green or blue, this label must also be applied to the SKID.
- B. Attention to (Project Name)
- C. Type of work (check the type of work the order/Shipment applies to)
- D. Vendor Name (name of Supplier shipping)
- E. Date
- F. PO

Note: If label content has not been provided within purchase order notes please contact your Best Buy representative.

2.4 Vendor Label Creation Requirements:

- A. Print/Procure the label.
- B. Use either a 4 X 6 or 8.5 X 9.5 size label.
- C. Input all fields on label (fields called out above/below and provided in Purchase Order issued).
- D. All requirements in Sec 2.2 and 2.3 above.
- E. Colored label examples below, please create as shown. An editable file is available on the Partner Portal, GNFR Routing and Shipping page.

Note: The colors designations are critical for routing of shipments to the appropriate teams within Best Buy facilities.

For Product Flow Team			
ATTN:			
R&M		Transition	
Vendor			
Date		PO	

For Project Team			
ATTN:			
NSO/Remodel		Reset	
Relo		Other	
Vendor			
Date		PO	

For 3rd Party			
ATTN:			
NSO/Remodel		Transition	
Relo		Reset	
		Other	
Vendor			
Date		PO	

For PAC Sales Team			
ATTN:			
Transition		Other	
Vendor			
Date		PO	

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2.5 Packing List Requirements

A. Packing lists are required with all shipments.

B. All Packing List's must:

Be located on one box of a shipment and broken down by individual pallet. It should not be adhered to the outside of the skid.

Include the following:

1. BBY Part Number
2. BBY Part Description
3. Backorder quantity (NA for Graphics)
4. Manufacturer Number (if applicable)
5. Image (if possible)
6. Qty

PACKING LIST					
Best Buy Co., Inc. Branch: 0 Default Branch 9901 West 74th Street Eden Prairie, MN 55344 USA			Invoice Number 2605178 Invoice Date Page 1/11/2010 14:24:53 1 of 6 ORDER NUMBER 2252834		
Bill To: Best Buy Co. Inc. Store # 1541N 7550 Commons Blvd Victor, NY 14564			Ship To: Best Buy Co. Inc. Store # 1541N 7550 Commons Blvd Victor, NY 14564		
Ordered By: Mr. SIGNAGE .. ORDERS					
Customer ID: 105909					
PO Number	Order Date	Pick Ticket No	Primary Salesrep Name	Taker	
N02261 Pro Service-Scrums	12/3/2009 09:08:59	2654051	SIGNAGE .. ORDERS	A754852	
Carrier	Carrier Tracking Number	Terms Description	Net Due Date	Disc Due Date	Discount Amount
		NET 30	02/10/10	02/10/10	
Quantities			Item ID	COM	
Ordered	Shipped	Remaining	Disp	Unit Size	
Carrier:			Tracking #:		
1.0000	1.0000	0.0000	1101-0137173	EA	
			Scrum-C6-Car Electronics #1-48x72		
			1.0		

2.6 Puerto Rico Shipments:

If the GNFR shipment is moving to Best Buy Puerto Rico via ocean freight, a copy of the Commercial Invoice needs to be sent to exportcompliance@bestbuy.com for processing the Hacienda/SURI tax release (see Commercial Invoice Template to Best Buy Puerto Rico).

Section 3.0 Parcel Shipment Guide

3.1 Best Buy Pre-Approval is Required

- If you are shipping parcel, Best Buy uses FedEx exclusively. Please ship using our third-party billing account number. Email the [Parcel Shipping Account Team](#) to notify them that you will be using this account and if you need the account number.
- A complete list of daily FedEx shipments must be emailed to [Parcel Shipping Account Team](#) the day the shipment leaves your facility

3.2 Special handling fees and other charges*

- Please refer to the FedEx Service Guide for details on special handling fees and other charges on this link: <https://www.fedex.com/en-us/service-guide.html#shipping-rates-surcharges>
- Special handling fees are charged separately. Any shipments that need special handling require pre-approval by Best Buy**

*These fees apply separately for handling and delivery

**Non-compliance may result in chargeback

Section 4.0 For Consolidator/TPL or Vendor Direct Ship Through RDC's – Merch Kit/ Repair and Maintenance only

4.1 CONSOLIDATOR OR MANUFACTURER GENERATED LABEL AND FLAT FILE REQUIREMENTS FOR DIRECT TO STORE SHIPMENTS ROUTED THROUGH BEST BUY REGIONAL DISTRIBUTION CENTERS (RDC'S)

- **Labels require 100% accountability.** If labels are not applied to **ALL** Best Buy GNFR cartons routed through the RDC's it will cause a delay in store receipts and possible loss of shipment. Label is not required for shipments going to Consolidator/TPL first as the consolidator will apply them.

- **Store specific label and Flat File format:**

Label:

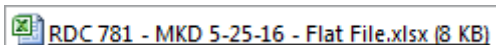
Barcode format: **CODE 128**

Carton Range: **998000 – 998999**



Flat File format: File to be generated for all carton labels being shipped by RDC. Files to be e-mailed to RDC Computer Operations teams Friday prior to delivery to facility. E-mail addresses can be found in “Distribution Centers and Facility Information” section.

File naming convention: **RDC XXX – MKD X-X-X – Flat File** (example “RDC 781 - MKD 5-25-16 - Flat File”)



File Format: To contain the headers of container, wave, store, carton, and RDC as shown below.

	A	B	C	D	E	F
1	Container	Wave	Store	Carton	RDC	
230	0301894998136	3	1894	998136	84	
231	0301894998441	3	1894	998441	84	
232	0301894998477	3	1894	998477	84	
233	0301894998513	3	1894	998513	84	
234	0500197998362	5	197	998362	84	
235	0500197998467	5	197	998467	84	
236	0500197998337	5	197	998337	84	
237	0500197998373	5	197	998373	84	
238	0500197998409	5	197	998409	84	

****Be sure to place the correct label on the appropriate store's box****

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A. Place labels on top of box. Labels must be placed on the top of the box in order for it to be scanned on our conveyer.

BAD



GOOD



B. Stores shipping direct via FedEx still require the Store Specific Label. Store Specific labels should be applied to boxes for the following states stores:

- **Puerto Rico**
- **Alaska**
- **Hawaii**

Distribution Centers and Facility Information (Regional Distribution)

For the most updated listed of Best Buy stores and warehouse, please use the “Location Search” link located at the bottom of the Partner Portal website under the Helpful Link column. This tool can be used to search by individual location number, state, zip code, etc. A full listing of Best Buy locations can easily be downloaded, by clicking on the “Download All” button.

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Revision Control History

This document originated January 17, 2007

REVISION HISTORY below:

Rev./Active Date	Initiator	Description of Change
Rev 10 - April 2016	Production Management	Refresh of Guide (including but not limited to; label formats, packaging requirements, BOL and packing list requirements, etc.)
Rev 11 – October 2016	Production Management	Section 2.0 updated to include LTL, TL, and Air Freight packaging guidelines.
Rev 12 – April 2019	GNFR Vendor Management	Introduce new Section 3.0, Parcel Shipment Guide
Rev 13 – May 2020	GNFR Vendor Management	Section 1.0, Consolidator/TPL address update.
6/26/2012	Expediting	Section 2.1, Vendor Packaging and Labeling
10/4/2012	Expediting/ Quality	Section 2.4, Vendor Labeling Requirements
Rev 06		Section 2.5, Packing List requirement for DTS shipments
Rev 14 – August 2020	GNFR Vendor Management	Section 2.4, Vendor Labeling Requirements
Rev 15 – December 2020	GNFR Vendor Management	Section 2.4, Vendor Labeling Requirements
Rev 16 – April 2021	GNFR Vendor Management	Section 3.0
Rev 17-March 2022	GNFR Vendor Management	C.H. Robinson Partnership and Complete Rewrite
Rev 18-March 2023	NSO Transportation	Export Compliance Added
Rev 19-February 2025	GNFR	Section 2.2 Labels and Packing Requirements Section 2.3 Special Colored Coded Carton Labels Section 2.4 Vendor Label Creation Requirements Section 2.5 Packing List Requirements Direct to Store Label Images
Rev 11-August 2025	GNFR	Section 3.0 Parcel Shipment Guide Section 2.3 Special Colored Coded Carton Labels Section 2.4 Vendor Label Creation Requirements Section 2.5 Packing List Requirements Direct to Store Label Images