Routing, Shipping, and Labeling Guide

Vendor instructions for routing, scheduling, packing slips, pallet labels, and carton labels.

Use this guide to route shipments, schedule pickups, and deliveries, prepare required documentation, and meet labeling and packaging standards. It applies to all non-merchandise shipments—including indirect parts, fixtures, and graphics—sent to Best Buy stores, the Store Opening Solutions (SOS) warehouse or Best Buy corporate locations.

Contents

1. Quick Routing Decision Matrix **2**
2. Direct-to-Store Shipments — C.H. Robinson Navisphere **3**
3. SOS Warehouse Shipments — Koch Logistics **3**
4. Delivering to Store Opening Solutions (SOS) **4**
5. Parcel Shipments — FedEx with Pre-Approval **5**
6. Required Shipment Documentation **5**
7. Labeling Requirements **6**
8. Packaging, Pallet, and Trailer Standards **9**
9. Direct-to-Store Specific Requirements **10**
10. Email Templates **12**
11. Final Pre-Ship Checklist **12**
12. Contacts and Reference Points **13**
13. Revision History **14**

Managed by	Indirect Parts Planning (IPP) Team, Best Buy Corp
Guide questions	BBY-DL-SE-INDIRECT-PARTS-PLANNING@bestbuy.com
Transportation questions	NSOTransportation@bestbuy.com
Corporate address	Best Buy Corp, 7601 Penn Avenue South, Richfield, MN 55423
Revision	Rev 29 – July 2026 (see Revision History, Section 13)

Note: Failure to meet the documentation, labeling and packaging requirements in this guide may result in receiving delays, chargebacks, or freight refusal. If a requirement is unclear, contact your Best Buy IPP representative before the shipment leaves your facility.

1. Quick Routing Decision Matrix

Identify the shipment destination and mode, then use the table below to confirm the routing owner, scheduling requirement and section containing detailed instructions.

Shipment type	Route through	Schedule with	Required action	See
FTL or LTL direct to a Best Buy store or other Best Buy location	C.H. Robinson Navisphere	C.H. Robinson / carrier via Navisphere	Submit the pickup request in Navisphere. If you are new to Navisphere, request access before the first shipment.	2, 9
FTL or LTL to the Store Opening Solutions (SOS) warehouse	Koch Logistics	Koch Logistics for pickup; SOS for the delivery appointment when required	Email the pickup request and shipment details to bestbuy@kochlogistics.com. Koch provides the BOL and coordinates pickup.	3
Store returns (including ESL returns) to SOS	Koch Logistics	Koch Logistics	Email the pickup request to bestbuy@kochlogistics.com with store number and reference numbers. Label the shipment with the store number.	3.2
Truckload delivery to SOS / Consolidator / TPL	Routing owner based on shipment origin	SOS Inbound Scheduling	Email the appointment request to sosbestbuy@storeopeningsolutions.com once the carrier has a firm ETA. One trailer = one appointment.	4
LTL or express delivery to SOS during receiving hours	Routing owner based on shipment origin	Appointment generally not required	Ensure the shipment arrives within receiving hours and includes the required packing list and labels.	4
UPS or FedEx delivery to SOS	Carrier parcel process	No appointment required	Include the PO / reference information on the carrier label in reference field 1 or 2.	4, 5
Parcel shipment	FedEx only	Best Buy pre-approval required before shipping	Use the Best Buy third-party billing account only after approval; email the daily shipment list the day the freight leaves.	5

2. Direct-to-Store Shipments — C.H. Robinson Navisphere

If you are shipping freight directly to Best Buy stores or other Best Buy locations, route all pickup requests through C.H. Robinson's Navisphere system.

2.1 Requesting a pickup.

- Submit the pickup request in Navisphere before the ready date.
- Reference the Best Buy purchase order number on the request and on all shipping documentation.
- Follow the direct-to-store packaging and labeling requirements in Section 9 and the label standards in Section 7.

2.2 Getting Navisphere access.

- New vendors, or vendors without an existing login, should contact C.H. Robinson at BestBuyIPP@chrobinson.com or 480-239-6109 to request access.
- C.H. Robinson will email a welcome letter, schedule a training session and provide the Navisphere user guide.
- The Navisphere Vendor Shipping Guide and the tutorial video are also posted on the Best Buy Partner Portal, IPP Routing and Shipping page.
- For routing questions, contact NSOTransportation@bestbuy.com or BestBuyIPP@chrobinson.com.

3. SOS Warehouse Shipments — Koch Logistics

Koch Logistics routes all FTL and LTL freight moving to the Store Opening Solutions (SOS) warehouse at 5509 Centrepointe Drive, LaVergne, TN 37086. Vendor shipments and store returns follow the same request path.

3.1 Supplier routing and requirements

- Email the pickup request to Koch Logistics at bestbuy@kochlogistics.com.
    - Pickup address, pickup contact and ready date
    - Pallet count, dimensions and weight
    - Description of the product(s)
    - Best Buy purchase order number
- Koch Logistics provides the bill of lading and coordinates the pickup.
- Every shipment must include a packing list that matches the freight (see Section 6).
- The Best Buy purchase order number must be clearly listed on all documentation and labels.
- Pallets must be labeled and packaged to prevent damage in transit (see Sections 7 and 8).

3.2 Store returns to SOS

Use this path for ESL returns and other store-originated shipments routing to SOS.

- Email the pickup request to Koch Logistics at bestbuy@kochlogistics.com.
    - Pallet count, dimensions (if known) and weight
    - Description of the product(s)
    - Store number and any relevant reference numbers
- Koch Logistics provides the bill of lading and coordinates the pickup.
- Every shipment must include a packing list and be labeled with the store number.
- Pallets must be labeled and packaged to prevent damage in transit.

4. Delivering to Store Opening Solutions (SOS)

4.1 Ship-to address and directions.

Item	Details
Ship-to address	Store Opening Solutions 5509 Centrepointe Drive, LaVergne, TN 37086
Driving directions	From I-24, turn left (south) onto Waldron Road. Turn right at the Centerpointe Drive traffic light (first right off the interstate). Follow the road to the back of the industrial park; once you see the Store Opening Solutions signs, turn left.
Receiving hours	Receiving hours are Monday through Friday, 6:30 a.m.–2:00 p.m. Central Time. The facility is staffed only during these hours.
Equipment	The facility offloads with forklifts and pallet jacks and is equipped with a drive-up ramp. Consider these constraints when loading.

4.2 SOS contacts

Need	Contact	Phone
Delivery appointments (preferred)	sosbestbuy@storeopeningsolutions.com	931-414-8429 / 615-278-6365
Inbound Scheduling Department	sosbestbuy@storeopeningsolutions.com	931-414-8429 / 615-278-6365
Warehouse Manager — Magen Medley	mmedley@storeopeningsolutions.com	931-414-8429
Warehouse Supervisor — Arianna Walker	awalker@storeopeningsolutions.com	615-278-6365
Customer Service Support — Taliyah Gibson	tgibson@storeopeningsolutions.com	615-295-1223
Best Buy Transportation	NSOTransportation@bestbuy.com	—

4.3 Scheduling a delivery appointment.

Schedule one trailer load as one appointment.

- A delivery appointment is required for all truckload (TL) deliveries to SOS.
- Email sosbestbuy@storeopeningsolutions.com to request the appointment. SOS responds within approximately one hour.
- Send the appointment request once the carrier has a firm ETA. ETAs must fall within receiving hours; an ETA after receiving hours is treated as the following business day and the appointment is granted accordingly.
- Same-day appointment requests are granted when time is available.
- If a carrier misses its appointment for any reason, the load must be rescheduled. The carrier may request same-day delivery if time allows.

Mode

Mode	Appointment	Notes
Truckload (TL)	Required	Carriers may deliver provided they have the required information from the Best Buy supplier as reported on the request form agreed with SOS.
Less-than-truckload (LTL)	Not required within receiving hours	Must still arrive inside receiving hours with the required packing list and labels.
Express	Not required within receiving hours	Follow the same instructions as LTL.
UPS and FedEx	Not required	Only UPS and FedEx shipments are allowed to deliver without an appointment. Reference the PO on the carrier label.

Note: Best Buy prefers that vendor partners use industry-standard seals on all truckload trailers delivered to SOS / Consolidator / TPL. Failure to use standard seals may delay receiving.

5. Parcel Shipments — FedEx with Pre-Approval

- Parcel shipments require Best Buy pre-approval before they are shipped.
- Best Buy uses FedEx exclusively for parcel, shipped on the Best Buy third-party billing account.
- Email ParcelShippingAccount@bestbuy.com to notify the team that you will be using the account, or to request the account number.
- Email the complete daily FedEx shipment list to ParcelShippingAccount@bestbuy.com the day the shipment leaves your facility.
- Special handling fees and other charges are billed separately and require Best Buy pre-approval. Refer to the FedEx Service Guide for details on surcharges.
- Include the PO number in carrier reference field 1 or 2.

Note: Non-compliance with parcel pre-approval or special handling approval may result in chargeback.

6. Required Shipment Documentation

Every shipment must include accurate documentation that matches the physical freight. Missing or inaccurate documentation may delay receiving or result in freight refusal. If a shipment arrives without a packing list and the physical quantity does not match the purchase order, the discrepancy is considered a vendor error, and the vendor is responsible for supplying the outstanding quantity.

Document / field	Requirement
Packing list	Required on all shipments to Best Buy stores and to SOS / Consolidator / TPL. Must match the shipment in both content and quantity. Handwritten packing lists are not accepted.
Purchase order number	Must be clearly listed on all documentation and labels, with a barcode next to it where possible for ease of receipt. One purchase order per packing list.
Partial shipments	The packing list must detail only the items contained in that shipment. Back-ordered quantities must be clearly marked.
Packing list contents	Best Buy part number; Best Buy part description; quantity; number of boxes; manufacturer name and number (if applicable); back-ordered quantity (N/A for graphics); image of the part where possible.
Packing list placement — TL	Place in a removable envelope or pouch attached to the outside-facing surface of the carton or pallet at the tail end of the trailer. Mark the envelope “Packing List Enclosed.”
Packing list placement — LTL	Place in a removable envelope or pouch attached to the outside-facing surface of the last pallet of the shipment. Mark the envelope “Packing List Enclosed.”
Packing list placement — parcel / express	Place in a removable envelope or pouch on the outside of the carton, marked “Packing List Enclosed.” If the packing list is placed inside a carton, that carton must be clearly marked “Packing List Enclosed.”
Packing list placement — direct to store	Attach the packing list to one carton in the shipment and organize its contents by pallet. Do not attach the packing list directly to the skid.
Bill of lading	Required for LTL and TL freight. Koch Logistics provides the BOL for routed SOS shipments.
Commercial invoice — Puerto Rico	For IPP shipments moving to Best Buy Puerto Rico via ocean freight, send a copy of the commercial invoice to exportcompliance@bestbuy.com for Hacienda/SURI tax release processing.

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
N0226I Pro Service-Scrims	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					UOM	
Ordered	Shipped	Remaining	Disp	Item ID / Item Description		Unit Size
Carrier:			Tracking #:			
1.0000	1.0000	0.0000	1101-0137173 Scrim-C6-Car Electronics #1-48x72		EA	1.0

Example: Standard packing list



Packing list attached in a removable pouch on the outside of the freight

7. Labeling Requirements

Labels must make it easy for carriers, SOS, and Best Buy teams to identify the shipment, route it to the correct team and receive it against the correct purchase order.

7.1 Label types

Label type	Use for	Required information
Carton content label	Every box or carton	Best Buy part number: description as noted on the PO; UOM; PO number; quantity in that carton; date manufactured. Barcode optional — if used, it must read the Best Buy part number.
Shipping / skid label	Pallets or skids going direct to stores	Ship-from location; ship-to location; skid number (if applicable); PO number; part number; part quantity; part description.
Pallet / skid sheet	All palletized freight	"Pallet X of N"; "X cartons on pallet"; bill of lading number; PO or job number; carton count by PO; total pallets per PO; SKU / part / reference numbers.
Colored carton label	Direct-to-store shipments, when provided by the Best Buy Purchasing Representative	Attention / team; project name or type of work; vendor name; date; PO number. Apply to every box. If the label is green or blue, apply it to the skid as well.
Mixed SKU label	Mixed cartons or mixed pallets, where allowed	Clearly marked "Mixed SKUs" or "Mixed SKU Pallet," preferably on a brightly colored label. Each part number must still be identified.
Part labeling	Signage, fixtures and their components	Signage must have the Best Buy part number printed on the sign. Fixtures and their parts must carry the Best Buy part number on the part, or at minimum on the box, with an image of the part on the box.

7.2 Carton content label

Label every box with a label in the format shown below. No specific label size is required — use any size that meets your operational and shipping requirements.

Field	Requirement
Text format	Any legible text format is acceptable.
Best Buy part number	Mandatory.
Barcode	Optional. If a barcode is included, it must read the Best Buy part number. Preferred standard: GS1-128 (Code 128-B encoding).
Description	The Best Buy part description as noted on the purchase order.
UOM	The unit of measure in which the item was produced (EA, BD, PD, RL, etc.).
PO #	Best Buy purchase order number. Mandatory.
Qty	Quantity of items contained within the carton, in the stated UOM.
Date / MFG	Actual date manufactured.



7.3 Label placement standards

- Place carton labels on the shorter end of the carton, in the lower right-hand corner, whenever possible.
- The labeled end of the box must face outward on the skid so it is visible during receiving.
- Do not cover labels with box tape or shrink wrap.
- All carton labels must be visible from the outside of the pallet. Apply two labels per pallet where possible — one on the front and one on the back.
- Use top placement only when carton dimensions prevent a side label. If the label is placed on top, position it so the part-number barcode is not destroyed when the carton is cut open.
- For UPS or FedEx shipments, reference the PO number on the carrier shipping label in reference field 1 or 2.



7.4 Special color-coded carton labels

Direct-to-store shipments must carry a color-specific label on every box. Your Best Buy Purchasing Representative provides the label color and content on the purchase order.

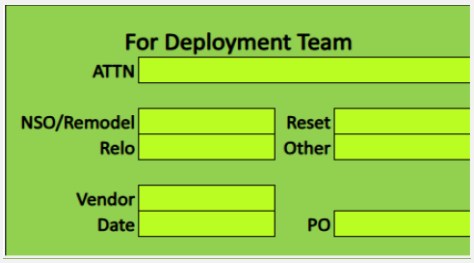
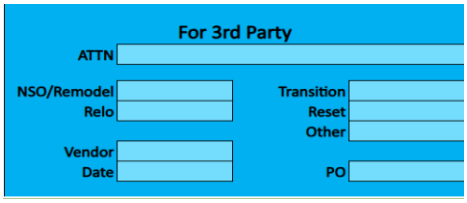
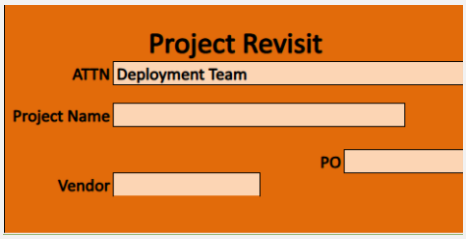
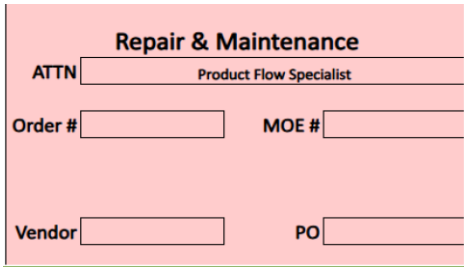
- Color of label to place on each box — if green or blue, the label must also be applied to the skid.
- Attention to (project name)
- Type of work the order or shipment applies to
- Vendor name (the supplier shipping)
- Date
- PO number

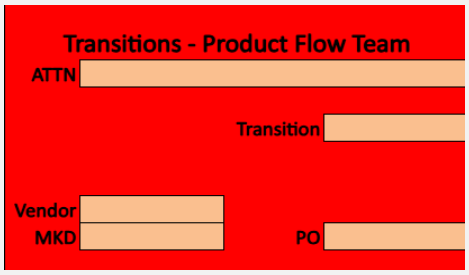
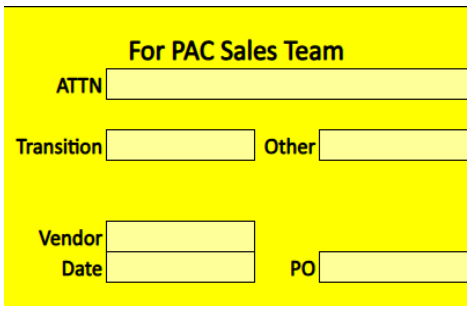
Note: The color designations are critical for routing shipments to the correct teams inside Best Buy facilities. If the label content has not been provided in the purchase order notes, contact your Best Buy representative before shipping.

7.4.1 Vendor label creation requirements

- Print or procure the label.
- Use a 4 x 6 in. or 8.5 x 9.5 in. label.
- Complete every field on the label, using the fields called out below and provided on the issued purchase order.
- Meet all requirements in Sections 7.1 through 7.3.
- Create the label as shown in the templates below. An editable file is available on the Best Buy Partner Portal, IPP Routing and Shipping page.

7.4.2 Colored label templates

Label header (ATTN)	Type of work — check one	Always include	
For Deployment Team	NSO / Remodel · Relo · Reset · Other	Vendor · Date · PO	
For 3rd Party	NSO / Remodel · Relo · Transition · Reset · Other	Vendor · Date · PO	
Project Revisit — ATTN Deployment Team	Project name	Vendor · PO	
Repair & Maintenance — ATTN Product Flow Specialist	Order # · MOE #	Vendor · PO	

Transitions — Product Flow Team	Transition	Vendor · MKD · PO	
For PAC Sales Team	Transition · Other	Vendor · Date · PO	

8. Packaging, Pallet, and Trailer Standards

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

8.1 Packaging

- Package products to prevent damage during shipping, handling, and receiving. All products must meet packaging standards recognized by the National Motor Freight Classification (NMFC). See www.nmfta.org.
- Use secure packaging for LTL and air freight; this freight is loaded and unloaded multiple times by multiple agents and is subject to being stacked and consolidated with other freight.
- Boxes should be recyclable corrugated cartons with a minimum burst strength of 125 pounds per square inch — particularly for heavy or sharp items.
- Seal cartons with 3 in. Kraft wet tape or clear polypropylene carton tape (tensile strength of 30 lbs. or greater). Do not band cartons.
- Only one purchase order and one part number per carton, except for the small-parts exception below.
- Small parts exception: where an order involves several parts at low quantities, and signs measure 48 in. or less, each part number may be bagged separately. Secure the bags so parts do not shift, label each bagged bundle, and pack all bags into a master carton. Apply an additional label for each part number to the outside of the master carton. SOS accepts this provided the carton is clearly labeled as mixed — preferably with a brightly colored "Mixed SKUs" label.
- Each part number / SKU has a specific negotiated unit of measure as specified on the Best Buy purchase order. To request a UOM change, email IPPOperations@bestbuy.com in writing. If accepted, Best Buy Purchasing updates the PO, and you may ship in the new UOM on all future shipments.
- Flat stock: with Best Buy pre-approval — typically where the product is shipped and used within 72 hours — the item may be rolled and placed in a rectangular box for more effective handling and storage. If the item cannot be rolled, ship it flat, banded, with protective edges and corners, cardboard sheets covering the top and bottom, and shrink wrap over the final product.

8.2 Pallets

- Use 48 x 40 in. pallets. SOS can accept oversized pallets when the load requires it.
- Four-way pallets are required for freight with floorboards no less than ¼ inch thick, particularly where the freight will be side-loaded.
- Maximum pallet height: 58 in. (including pallet); SOS can accept up to 80 in. Air shipments must not exceed 60 in.
- All pallets must be shrink-wrapped. All loads must be palletized except ocean containers and FedEx.
- No overhang. Loads exceeding 48 x 40 in. must ship on an oversized pallet. All pallets must be accessible by a standard pallet jack.
- Pallets must be able to stack on the same type of pallet with evenly stacked weight.
- SOS accepts mixed pallets when labeled properly — preferably with a brightly colored "Mixed SKU Pallet" label.
- Every pallet must carry a skid sheet showing the bill of lading number, PO or job number, carton count by PO number, and total number of pallets per PO. SKU, part, and reference numbers must be listed on each carton.

8.3 Trailers

8.3.1 Truckload, less-than-truckload and container

- Low-boy trailers are not acceptable.
- The trailer bed must be flat; trailers with a raised forward compartment are not acceptable.
- Trailer bed height must be between 46 in. and 52 in. from the ground.
- Inside trailer height must be at least 100 in.
- Trailer beds must be clean, free of debris and loose nails/wood, and sturdy enough to support electric equipment during unloading.
- Best Buy prefers industry-standard seals on all truckload trailers delivered to SOS / Consolidator / TPL.

8.3.2 Express — courier, FedEx or UPS

- Vans are acceptable only when each carton meets the packaging requirements in Section 8.1.
- Low-boy trailers are not permitted; bed height must be between 46 in. and 52 in.; beds must be free from debris and loose nails or wood.

9. Direct-to-Store Specific Requirements

All shipments must be packaged securely for transit so they arrive at store locations without damage. Packaging requirements vary depending on whether the shipment moves truckload (TL) or less-than-truckload (LTL) / air freight.

9.1 Palletizing and load protection

- All cartons must be shipped on pallets and labeled with shipper and consignee information per the direct-ship (DS) label criteria, unless Best Buy Transportation has advised palletizing is not necessary.
- All pallets must indicate the number of pieces and the number of pallets — for example "1 of 5 pallets" — with each pallet labeled with the number of pieces, part number and PO information.
- Hardware boxes and assembly instructions must be attached to the first pallet. Mark hardware boxes with red tape or place them in a red box, and include a hardware packing list.
- Assembly instructions must be printed in color with high-resolution images.
- 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 may hang over the edge of the pallet; this prevents edge damage during loading and offloading.
- All shipments must have full outer packaging and be secured to the pallet. Metal banding is preferred; shrink wrap is acceptable where weight and height are not an issue.
- TL shipments are vendor loaded and delivered straight to the destination. This method is reserved for shipments that fill a 53-foot trailer.

9.2 Mass packaging

- If multiple items are packaged separately and shipped inside one box, each individual item must carry a label for proper identification.
- Identical items must be boxed together and labeled accordingly.
- Do not combine different items on a pallet unless the pallet is clearly divided and labeled.



Cartons boxed and labeled by item, with labels facing outward



Small parts organized and labeled inside a master carton

9.3 Kit packaging

- All fixtures purchased as kits must be packaged as kits whenever possible.
- If the entire kit cannot be packed in one box or on the same skid, each kit component must be labeled separately with its individual Best Buy item number — not the kit item number.
- Kits must be clearly itemized on the packing list.



Palletized direct-to-store freight with documentation attached

9.4 Shipping / skid labels

Shipping / skid labels are required on all shipments designated for Best Buy stores. Every shipping / skid label must:

- Be placed on the load sides of the skid — one on each side.
- Be a white label with legible font sizes.
- Show ship-from location, ship-to location, skid number (if applicable), purchase order number, part number, part quantity and part description.

10. Email Templates

Use these formats to reduce back-and-forth and speed up routing and scheduling.

Request	To	Subject	Include
Koch Logistics pickup request	bestbuy@kochlogistics.com	Best Buy IPP Pickup Request | PO [PO Number] | [Vendor Name]	Pickup address · pickup contact and phone · ready date · pallet count · dimensions · weight · product description · Best Buy PO number · destination address · store number and reference numbers for returns · any special handling notes
SOS delivery appointment request	sosbestbuy@storeopeningsolutions.com	Delivery Appointment Request | PO [PO Number] | [Carrier Name] | ETA [Date/Time]	Carrier name · firm ETA within receiving hours · BOL number · PO number · pallet count · carton count · shipment description · contact name and phone
Parcel shipping notification	ParcelShippingAccount@bestbuy.com	Daily FedEx Shipment List | [Vendor Name] | [Ship Date]	Tracking numbers · PO / reference numbers · ship-to locations · any approved special handling details
Puerto Rico commercial invoice	exportcompliance@bestbuy.com	Commercial Invoice — Best Buy Puerto Rico | PO [PO Number] | [Vendor Name]	Commercial invoice copy · PO number · vessel / booking reference · contact information for Hacienda/SURI tax release processing

11. Final Pre-Ship Checklist

Complete this checklist before the freight leaves your facility. Resolve any unchecked item before shipping.

- ☐ Correct routing owner identified (C.H. Robinson, Koch Logistics or FedEx)
- ☐ Pickup request submitted, or delivery appointment confirmed, where required.
- ☐ ETA falls within SOS receiving hours (Monday–Friday, 6:30 a.m. – 2:00 p.m. CT)
- ☐ Packing list included, typed, and matching shipment contents and quantities.
- ☐ One purchase order per packing list; back orders clearly marked.
- ☐ PO number listed on all documentation, labels, and carrier reference fields.
- ☐ Carton content labels applied to every box and visible from outside the pallet.
- ☐ Pallet / skid labels applied to both load sides, skid sheet on every pallet.
- ☐ Colored labels applied to every box when provided by Best Buy — and to the skid if green or blue.
- ☐ Mixed SKU cartons and pallets clearly identified where allowed.
- ☐ Pallets 48 x 40 in., four-way, shrink-wrapped, within height limits, no overhang.
- ☐ Freight packaged and secured to prevent damage; corner guards and protection applied.
- ☐ Trailer meets bed height, interior height, and cleanliness requirements; seal applied.
- ☐ Special handling or parcel shipment pre-approved where required.
- ☐ Commercial invoice sent to Export Compliance for Puerto Rico ocean freight.

12. Contacts and Reference Points

Need	Contact
IPP guide questions	BBY-DL-SE-INDIRECT-PARTS-PLANNING@bestbuy.com
Transportation and routing questions	NSOTransportation@bestbuy.com
IPP operations (including UOM change requests)	IPPOperations@bestbuy.com
C.H. Robinson Navisphere access and routing	BestBuyIPP@chrobinson.com | 480-239-6109
Koch Logistics — SOS routing and pickups	bestbuy@kochlogistics.com
SOS delivery appointments / inbound scheduling	sosbestbuy@storeopeningsolutions.com | 931-414-8429 or 615-278-6365
SOS Warehouse Manager — Magen Medley	mmedley@storeopeningsolutions.com | 931-414-8429
SOS Warehouse Supervisor — Arianna Walker	awalker@storeopeningsolutions.com | 615-278-6365
SOS Customer Service Support — Taliyah Gibson	tgibson@storeopeningsolutions.com | 615-295-1223
Parcel shipping account	ParcelShippingAccount@bestbuy.com
Puerto Rico commercial invoice / export compliance	exportcompliance@bestbuy.com

12.1 Reference links

- Navisphere Vendor Shipping Guide and tutorial video — Best Buy Partner Portal, IPP Routing and Shipping page
- Editable colored label file — Best Buy Partner Portal, IPP Routing and Shipping page
- GS1 barcode specifications — https://www.gs1.org/barcodes
- NMFC packaging standards — www.nmfta.org
- FedEx Service Guide (rates and surcharges) — https://www.fedex.com/en-us/service-guide.html

13. Revision History

This document originated January 17, 2007.

Revision / date	Initiator	Description of change
6/26/2012	Expediting	Vendor packaging and labeling.
10/4/2012	Expediting / Quality	Vendor labeling requirements; packing list requirement for DTS shipments.
Rev 10 — April 2016	Production Management	Guide refresh, including label formats, packaging requirements, BOL and packing list requirements.
Rev 11 — October 2016	Production Management	Section 2.0 updated to include LTL, TL, and air freight packaging guidelines.
Rev 12 — April 2019	IPP Vendor Management	Introduced the Parcel Shipment Guide.
Rev 13 — May 2020	IPP Vendor Management	Consolidator / TPL address update.
Rev 14 — August 2020	IPP Vendor Management	Vendor labeling requirements.
Rev 15 — December 2020	IPP Vendor Management	Vendor labeling requirements.
Rev 16 — April 2021	IPP Vendor Management	Parcel shipment guide.
Rev 17 — March 2022	IPP Vendor Management	C.H. Robinson partnership; complete rewrite.
Rev 18 — March 2023	NSO Transportation	Export compliance added.
Rev 19 — February 2025	IPP	Labels and packing requirements; special colored coded carton labels; vendor label creation requirements; packing list requirements; direct-to-store label images.
Rev — August 2025	IPP	Parcel shipment guide; colored coded carton labels; vendor label creation and packing list requirements.
Rev 29 — July 2026	IPP	Koch Logistics and SOS partnership; vendor label updates. Single vendor document. Added the quick routing decision matrix, store returns routing, SOS contact table, email templates and the final pre-ship checklist; consolidated duplicate labeling and packaging content.