



# ROUTING GUIDE

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**OMAHA / KANSAS CITY / DES MOINES / DALLAS/FORT WORTH**

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## CHAPTER 1

# INTRODUCTION

### Section 1 - Routing Guide Purpose

As stated in our Vendor Guide, NFM is committed to flowing inventory through all areas of the Supply Chain in the most cost-effective and efficient manner possible.

This Routing Guide serves as a comprehensive reference for all requirements and compliance expectations regarding packing, loading, shipping, and delivering products to NFM facilities. These guidelines supersede all other inbound freight instructions provided and should be applied to all shipments being routed to NFM.

Please note that the information in this manual is subject to change and will be updated as needed. It is important that you always check the online version of the manual, at [nfm.com/new-vendor](https://nfm.com/new-vendor), for the most up-to-date information.

### Section 2 – General Routing Policy

At NFM, we regularly evaluate the most efficient and cost-effective methods for transporting goods to our facilities and our Customers. We reserve the right to review and alter the routing methods of any Vendor at any time if our requirements are not being met, if freight rates are not cost-effective and competitive, and/or if our customers are being impacted by shipping errors or delays.

The expectations described in this guide should not be altered or deviated from without written approval from the NFM Transportation department, an NFM Buyer or NFM Vendor Relations department. Any non-approved deviations and the freight charges associated will be the responsibility of the Vendor and may also be subject to chargebacks.

### Section 3 – Vendor Relations Conformance Program Policy

At NFM, we have a Vendor Conformance Program which is designed to elevate our Vendors' awareness of their performance in relation to requirements and expectations outlined in this guide. We aim to drive engagement with Vendors and to improve upon friction points identified. Reducing inefficiencies in our adjacent processes will improve our ability to meet the expectations of our Customers.

As a policy, all Vendors who are new to this program will be exempt from charges for at least 90 days after the initial POs are placed. Following this exemption period, Vendors will become eligible to be removed from exemptions. Eligibility does not indicate a Vendor will begin to receive chargebacks. NFM's Vendor Relations team will continuously review reoccurring issues and attempt to engage with Vendors to resolve issues prior to issuing any new chargebacks.

A Current Charge Summary can be reviewed in our NFM Vendor Guide - Appendix III.

If you have received a chargeback through our NFM Traverse Web Portal, it can only be disputed in that system within 90 days of receiving the charge. These charges will be associated with a TS# in your accounting statements. Failure to view charges and enter disputes in the NFM Traverse Web Portal will not be grounds for reversal or exemption.

## CHAPTER 2

# DOMESTIC PREPAID FREIGHT

### Section 1 - Overview

All prepaid shipments are to be shipped to NFM by the Vendor. The freight charges associated with these shipments are paid to a carrier by the Vendor and are considered FOB Destination in terms of liability. In the case that associated freight charges will be passed on to NFM to pay, they must be included on the purchase order invoice(s) associated with the shipment(s). No freight charges should be billed to NFM directly from the Carrier.

*Note: The specific terms and conditions of these shipments should be provided in the Domestic and/or Import Transportation form(s), located in the Vendor Operations Forms.*

### Section 2 – Shipping/Arrival Dates

All prepaid shipments must be shipped to arrive at NFM by the requested [Arrival Date](#) on the Purchase Order.

NFM must be notified of any deviations from the requested arrival date on any purchase order. All items which require expediting shipments at the expense of NFM in order to meet arrival dates must be approved in writing prior to shipment. The Vendor will be responsible for any non-approved freight charges incurred as a result of not adhering to the requested shipping/arrival dates.

All requirements related to PO dates and contact information for providing PO updates can be found in our [Vendor Guide, Chapter 4](#).

### Section 3 – Freight Responsibility

#### 3.1 NFM Pays Freight

If a Vendor will ship Prepaid and bill NFM for freight charges, NFM requires all freight rates to be agreed to and defined in our Vendor Master Agreement Transportation form. While we acknowledge the right to select the Carrier of your choice, any charges above and beyond the agreed rate will be the responsibility of the Vendor. It is also the Vendor's responsibility to ensure the Carrier complies with the requirements stated in this guide.

All freight charges are required to be billed to NFM on the PO invoice associated with the shipment. No freight charges should be billed to NFM directly from the Carrier.

If setup as Prepaid with a minimum order amount to qualify for a freight allowance or discount, NFM will also require a freight rate to be defined in our agreement in the event a PO does not meet that minimum.

#### 3.2 Vendor Pays Freight

If a Vendor will ship Prepaid and pay for freight charges, NFM requires this to be agreed to and defined in our Vendor Master Agreement Transportation form. We acknowledge the right to select the Carrier of your choice. However it is the Vendor's responsibility to ensure the Carrier complies with the requirements stated in this guide. If a Carrier fails to comply with the requirements, NFM reserves the right to refuse delivery and/or issue any corresponding chargebacks.

No freight charges should be billed to NFM for any shipment where Vendor has agreed to pay freight charges. No freight charges will be paid unless approved and noted on the PO by NFM prior to shipment.

## Section 4 – Transportation Modes

Transportation modes are determined by size and weight information supplied by the Vendor. This section outlines the routing methods available for Prepaid shipments. Any misrouted shipments or freight charges incurred due to not following instructions, providing inaccurate information, or making changes after a load is accepted will be the responsibility of the Vendor and may be subject to chargebacks.

### 4.1 Full Truckload

Vendors who will ship full truckloads must define the standard unit of measure, total capacity and minimum allowable capacity for each trailer.

If a full truckload must be built per Purchase Order, a Vendor must provide specific information regarding requirements and constraints prior to orders being placed. This information should be defined in the Load Requirements section of the Vendor Master Agreement Transportation form.

Failure to provide accurate data, such as, carton dimensions, linear feet, cube, weight, etc., at item setup, may be subject to chargebacks. It is required that all shipments are prepared to utilize the trailer efficiently.

Multiple items and/or POs with the same destination may be combined on a single pallet. Shipments with NFM SKU quantities of less than a full pallet must be combined to fill a minimum number of pallets. All pallets must have outer markings or labels which reflect PO/SKU/Qty included.

### 4.2 Less Than Truckload (LTL)

Any shipment that is less than 50% of a full truckload is considered LTL. These shipments will typically be consolidated with other vendor's shipments during transportation.

A shipment is also considered LTL if it exceeds Small Parcel maximum size and weight limits which will ship without incurring any accessorial fees. NFM reserves the right to refuse payment of any accessorial freight charges billed in excess of agreed upon freight rates or Small Parcel freight caps.

All LTL shipments must be palletized and pallets must be the appropriate size to fit items being transported without damage. Multiple items and/or POs with the same destination may be combined on a single pallet. Shipments with NFM SKU quantities of less than a full pallet must be combined to fill a minimum number of pallets. All pallets must have outer markings or labels which reflect PO/SKU/Qty included.

If a planned full truckload shipment is being split into LTL shipments and will incur additional freight charges for NFM to pay, it must be approved and noted on the PO by NFM prior to shipment.

### 4.3 Small Parcel

All Small Parcel shipments, being billed to NFM, may be shipped via UPS or FedEx Ground. Additionally, all shipments should adhere to any Small Parcel maximum size and weight limits which will ship without incurring any accessorial fees. NFM reserves the right to refuse payment of any accessorial freight charges billed to NFM in excess of agreed upon freight rates or Small Parcel freight caps.

No Prepaid shipments will be allowed to use an NFM UPS or FedEx billing account number for shipping items to NFM. All Vendors approved to use an NFM account will require Collect terms be setup in our Vendor Master Agreement and must follow the guidelines described in [Chapter 3](#) of this guide.

All Small Parcel shipping labels must be a "smart" label which includes a scannable barcode, a tracking number and reference to and NFM PO number. Any additional charges or delays incurred due to handwritten or incomplete labels will be the responsibility of the Vendor.



Any changes to the planned ship date, carton dimensions, linear space, freight class, carton or piece count, lading, weight, and volume can only be made prior to the Carrier accepting the load.

Do NOT declare value on shipments, request same-day pickup, request more than one pickup per day, ship with Saturday delivery, ship via Air, or expedite any shipments without them being approved and noted on the PO by NFM prior to shipment.

## **Section 5 – Non-Merchandise Shipments**

Non-Merchandise Prepaid Freight is defined as Store Supplies, Fixtures, Printed Items, Parts, Product Samples or Signs, that are shipped to NFM by direction of the Vendor. Freight terms are defined by an NFM Buyer at time of ordering. Once terms are defined, a Vendor should follow the shipping requirements stated in this guide.

All shipments entering an NFM facility must reference an NFM PO# or the name of an NFM staff member who requested the item be shipped. With no reference point, delivery of your shipment will be delayed.

## CHAPTER 3

# DOMESTIC COLLECT FREIGHT

### Section 1 – Overview

All collect shipments are to be routed to NFM by our Inbound Transportation department. The freight charges associated with these shipments are paid to a Carrier by NFM and are considered FOB Origin in terms of liability.

*Note: The specific terms and conditions of these shipments should be provided in the Transportation forms, located in the Vendor Operations Forms.*

### Section 2 – Shipping/Arrival Dates

All Collect shipments are expected to be ready for NFM's carrier to pick up within our eligible routing window of 4 days prior or up to 2 days after requested Ready Date on the Purchase Order.

- When building a shipment in our Transportation Portal (FOM), this window will be reflected in the Earliest Available and Latest Available dates shown in a Shipment Line Item window.
- All Freight Orders (Routing Requests) must be confirmed on or before the Ready Date requested on the Purchase Order to avoid requesting approval to route the PO late.
- Any changes to the requested Ready Date that fall outside the Available dates shown must be approved by a Replenishment Planner prior to routing. See [Vendor Guide - Chapter 4](#) for date requirements and contact information for requesting PO updates.

### Section 3 – Routing Requests

All Collect Vendors must submit Routing Requests per shipment through the Inbound Transportation team. No Vendor is authorized to route a shipment using a previously provided NFM account number without obtaining per shipment approval, this includes NFM's small parcel account numbers.

#### 3.1 Order Consolidation Requirements

The requirements outlined below are in place to allow NFM to optimize the capacity of any Full or Partial Truckload shipments. NFM's Transportation Portal (FOM) uses weight and cubic feet to determine the best method for transporting a specific shipment.

- All LTL shipments for a given week from the same origin to the same NFM location should be consolidated and submitted in FOM on a single Freight Order (Routing Request) with the same Earliest Available Dates, or pickup dates, requested.
- If a consolidated shipment is between 2800 - 3600 cubic feet it is considered a Full Truckload. Any additional volume in excess of 3600 cubic feet may be submitted as a separate LTL shipment.
- If a consolidated shipment is less than 600 cubes, under 500lbs and/or 10 cartons or less, and all cartons in the shipment meet NFM Ground Small Parcel limits as outlined in [Section 4.3](#) of this chapter, NFM may request routing small parcel via our UPS or FedEx accounts.

### 3.2 Routing Request Requirements

- All Routing Requests for a given week should be submitted and confirmed on or before Wednesday of the week prior to the Earliest Available Date, or pick up date, being requested in your Freight Order.

March	Monday	Tuesday	Wednesday	Thursday	Friday
	4	5	6	7	8
	If March 4 <sup>th</sup> is your Earliest Available Date – <b>Submit by February 28th</b>	If March 5 <sup>th</sup> is your Earliest Available Date – <b>Submit by February 28th</b>	If March 6 <sup>th</sup> is your Earliest Available Date – <b>Submit by February 28th</b>	If March 7 <sup>th</sup> is your Earliest Available Date – <b>Submit by February 28th</b>	If March 8 <sup>th</sup> is your Earliest Available Date – <b>Submit by February 28th</b>
	11	12	13	14	15
	If March 11 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 6th</b>	If March 12 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 6th</b>	If March 13 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 6th</b>	If March 14 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 6th</b>	If March 15 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 6th</b>
	18	19	20	21	22
	If March 18 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 13th</b>	If March 19 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 13th</b>	If March 20 <sup>th</sup> is your Earliest Available Date – <b>Submit by March 13th</b>	If March 21 <sup>st</sup> is your Earliest Available Date – <b>Submit by March 13th</b>	If March 22 <sup>nd</sup> is your Earliest Available Date – <b>Submit by March 13th</b>

- At the latest, all Routing Requests must be submitted at least 3 days prior to the date you are expecting a shipment be picked up from your facility.
- If the date you are requesting is not within the Available window, you must contact Replenishment to correct the issue. Transportation is unable to update PO dates.
- If any discrepancies occur after the load has been assigned to a Carrier, Vendor will need to notify an NFM Transportation Planner via email to [traffic2@nfm.com](mailto:traffic2@nfm.com) to resolve the issue.
- If a Carrier fails to pick up merchandise within the shipping window, **DO NOT CONTACT THE CARRIER**. Vendor must notify an NFM Transportation Planner immediately to avoid an early/late shipment. The email message must include the PO# and destination.

### 3.3 Submitting a Routing Request via Transportation Portal

All Collect Vendors shipping domestically to NFM will be provided with a login to our Transportation Portal, Freight Order Management (FOM). NFM TMS Support team will setup a login based on contact information provided in the Vendor Master Agreement, and coordinate setup of FOM training for all users added.

Once POs are created, Vendor will log in to FOM to submit shipment information so that we can select a carrier for pickup. The following steps should be followed to submit a Routing Request via FOM:

- Log in using your assigned username and password and click on the **Purchase Order Manager** tab
- Locate the PO/Destination via the **Search** functions
- Add all applicable POs or PO Items to build a **Shipment**
- Update the **Earliest Available Date** in the header of the **Shipment Line Item** tab
  - Must be within 4 days prior or 2 days after PO Ready date or date will not be accepted
  - Must be at least 3 days in the future or more and cannot fall on a Saturday, Sunday, or holiday
  - All PO lines selected for a shipment must be eligible for the available date entered
  - An available date can be confirmed any time after you receive the PO from NFM, as long as it falls within the eligible routing window defined by the Earliest and Latest Available dates
- Before confirming, ensure all volumes, weights, and quantities are entered accurately
  - Any incorrect information leading to discrepancies with trailer space allotted or available for all shipments on the truck may result in chargebacks to the Vendor
  - If information is inaccurate, work with your NFM Buyer to correct NFM's SKU weights/dims to avoid manually correcting for every shipment
- Set status to **Confirmed** and click **Done** after all lines are updated

### **3.4 Submitting a Routing Request via Email**

If a shipment is less than 600 cubes, under 500lbs and/or 10 cartons or less, and all cartons in the shipment meet NFM Ground Small Parcel limits as outlined in [Section 4.3](#) of this chapter, NFM may request routing small parcel via our UPS or FedEx accounts. This authorization will apply per shipment and should not be done without per shipment approval from and NFM Transportation Planner.

If this is the case, we ask that Vendors bypass creating shipments in our Transportation Portal and reach out to [traffic2@nfm.com](mailto:traffic2@nfm.com) for approval to ship via Small Parcel. Provide PO and Item numbers, carton size and weight details, and carton qty. Our Transportation Team will review the information, select the appropriate Carrier and provide Routing Instructions via email.

## **Section 4 – Transportation Modes**

Transportation modes are determined by size and weight information supplied by the Vendor. This section outlines the modes available for Collect shipments. Any misrouted shipments or freight charges incurred due to not following instructions, providing inaccurate information, or making changes after a load is accepted will be the responsibility of the Vendor and may be subject to chargebacks.

### **4.1 Full Truckload**

Vendors who will ship full truckloads must define the standard unit of measure, total capacity and minimum allowable capacity for each trailer.

If a full truckload must be built per Purchase Order, a Vendor must provide specific information regarding requirements and constraints prior to orders being placed. This information should be defined in the Load Requirements section of the Vendor Master Agreement Transportation form.

Vendors who fail to input accurate data, i.e., carton dimensions, linear feet, cube, weight, etc., into Transportation Portal, may be subject to chargebacks. It is required that all shipments are prepared to utilize the trailer efficiently. Any incorrect information leading to discrepancies with trailer space allotted or available may result in chargebacks to the Vendor.

Multiple items and/or POs with the same destination may be combined on a single pallet. All pallets must have outer markings or labels which reflect PO/SKU/Qty included.

If NFM's Carrier is unable to access a Vendor's facility safely and legally in a 53' trailer, it will be the Vendor's responsibility to ship merchandise Prepaid. This includes the accessibility of non-Residential facility with a proper loading dock.

### **4.2 Less Than Truckload (LTL)**

Any shipment that is less than 50% of a full truckload is considered LTL. These shipments will typically be consolidated with other vendor's shipments. A shipment is also considered LTL if it is more than 90lbs, over 10 cartons, or if any cartons exceed NFM's UPS maximum size and weight limits which will ship without incurring any accessorail fees.

All LTL shipments must be palletized and pallets must be the appropriate size to fit items being transported. Multiple items and/or POs with the same destination may be combined on a single pallet. All pallets must have outer markings or labels which reflect PO/SKU/Qty included.

NFM may choose to pick up multiple vendor shipments to combine on a single trailer or send multiple LTL shipments to a consolidator to combine and ship to NFM. In those cases, only the items which have been confirmed by NFM Transportation department to be picked up may be loaded onto a truck. If additional items are ready to pick up, approval must be obtained from a Transportation Planner prior to loading.

Vendors who fail to input accurate data, i.e., carton dimensions, linear feet, cube, weight, etc., into Transportation Portal, may be subject to chargebacks. It is required that all shipments are prepared to utilize the trailer efficiently. Any incorrect information leading to discrepancies with trailer space allotted or available may result in chargebacks to the Vendor.

If NFM's Carrier is unable to access a Vendor's facility safely and legally in a 53' trailer, it will be the Vendor's responsibility to ship merchandise Prepaid. This includes the accessibility of non-Residential facility with a proper loading dock.

### 4.3 Small Parcel

All Collect Small Parcel shipments should be shipped to us via our preferred Small Parcel Carrier, UPS Ground. On a per shipment basis, a UPS Third Party billing account number will be provided for shipping items to NFM, any misuse of this account or shipments sent to NFM without prior authorization will be charged back to the Vendor and may result in account holds.

Any small parcel shipment routed via NFM's UPS accounts will be subject to the maximum limits listed below. We understand these limits are stricter than what is allowable by UPS, however we require Vendors adhere to these size limits to ensure no additional accessorial fees will be applied to our freight invoices from UPS. NFM reserves the right to chargeback for any accessorial freight charges billed to NFM in excess of agreed upon routing information or instructions.

- **Size Requirements:**
  - Weight - Any package weighing up to **90 pounds**.
  - Length plus girth – Any package with its length (longest side of the package) + girth [(2x width) + (2 x height)] combined exceeding **130 inches**.
  - Length – Any package with the longest side exceeding **48 inches**.
  - Width – Any package with its second longest side exceeding **30 inches**.
- In addition, any shipment that is under 500lbs and/or less than 10 cartons, and all cartons meet the requirements above, may be instructed to ship via UPS Ground Small Parcel.

All UPS shipping labels must be a "smart" label. The smart labels produced by UPS WorldShip®, UPS Internet Shipping, and UPS Online Compatible Vendor shipping systems include bar codes and routing codes that help ensure accuracy and efficiency. Any additional charges or delays incurred due to handwritten labels will be the responsibility of the Vendor.

Any changes to the planned ship date, carton dimensions, linear space, freight class, carton or piece count, lading, weight, and volume can only be made prior to UPS accepting the load.

Do NOT declare value on shipments, request same-day pickup, request more than one pickup per day, ship with Saturday delivery, ship via air, or expedite any shipments without them being approved and noted on the PO by NFM prior to shipment.

## Section 5 – Non-Merchandise Shipments

Non-Merchandise Collect Freight is defined as Store Supplies, Fixtures, Printed Items, Parts, Product Samples or Signs, that are planned and routed through NFM's Inbound Transportation department. Freight terms are defined by an NFM Buyer at time of ordering. Once terms are defined, a Vendor should follow the shipping requirements stated in this guide.

All shipments entering an NFM facility must reference an NFM PO# or the name of an NFM staff member who requested the item be shipped. With no reference point, delivery of your shipment will be delayed.

## CHAPTER 4

# IMPORT FREIGHT

### Section 1 – Overview

All Import shipments to NFM will be routed in accordance with the Importer of Record (IOR) agreement between NFM and the Vendor. This chapter will outline the requirements NFM has for all shipments coming into our facilities, inclusive of both NFM and Vendor IOR agreements.

*Note: The specific terms and conditions of these shipments should be provided in the Transportation forms, located in the Vendor Operations Forms.*

### Section 2 – General Requirements

No international shipments will be accepted without an IOR agreement and Routing Instructions on file.

In addition, providing accurate specifications to allow NFM to confirm U.S. HTS Classification codes is the responsibility of the Vendor.

When NFM is IOR, Purchase Orders and/or Routing Instructions may be held by NFM until the U.S. HTS Classification codes are confirmed.

### Section 3 – Required Documentation

All Required Documents below must be sent to NFM's Freight Forwarder/Customs Broker a minimum of 72 hours prior to vessel loading.

#### 3.1 Importer Security Filing (ISF)

All international shipments are required to have an Importer Security Filing (ISF) completed. When NFM is IOR, NFM will complete the ISF; when NFM is not IOR, our Vendors are required to complete.

This document must be submitted a minimum of 2 days prior to vessel loading. This is to ensure that the ISF is completed, submitted, and approved by U.S. Customs Border Protection (CBP) on time, as required by U.S. Import Regulations. Violating these regulations will result in penalties of up to \$5,000 USD per violation, which will be charged back to the supplier in the event of non-compliance.

**All ISF documents must contain the following:**

1. Seller name and address
2. Buyer name and address
3. Importer of Record Number / FTZ Applicant ID number
4. Consignee Number
5. Manufacturer or Supplier name and address
6. Ship-to Party
7. Country of Origin
8. Commodity HTS code
9. Container Stuffing/Loading Location
10. Consolidator/Stuffer name and address

### 3.2 Import Shipments BOL

- Freight forwarder or carrier name and address
- International supplier name and address
- International supplier warehouse, factory or 3PL provider name, address, contact name, and phone number
- Ship-to consignee name and address, contact name, and phone number
- Notify party (if applicable)
- NFM Purchase order number(s)
- Complete description of goods
- Gross and net weight in metric
- INCO Terms: FCA, FOB or DDU
- 10 digit U.S. HTS Code

Ocean shipments must also request Express BOL and include the following information:

- Master BOL number
- House BOL # (if applicable)
- Identify LCL or FCL
- Container Number
- Seal Number (for FCL only)
- Port of Departure
- Port of Discharge/Unloading
- Port of Entry

### 3.3 Import Shipments Packing List

Header Information

- Company Name, Address, Contact Name, Phone Number for each of the following entities:
  - Supplier/Exporter
  - Buyer/Importer
  - Consignee/Ship-To Party
  - Shipper/Ship-From
- Customs invoice number
- Customs Invoice date
- NFM Purchase Order number(s)
- Carton and Piece/Pallet Quantities
- Gross and Net Weight in metric
- Measurements (L x W x H) in metric
- Cubic Volume in metric

Line Item Information

- NFM PO Number
- NFM PO Line Number
- NFM SKU and/or Model/Item Numbers
- Item Quantity
- Item Weight in metric

### 3.4 Customs Invoice

#### Header Information

- Company Name, Address, Contact Name, Phone Number for each of the following entities:
  - Supplier/Exporter
  - Buyer/Importer
  - Consignee/Ship-To Party
  - Shipper/Ship-From
- Printed Name and Signature of the responsible employee who has knowledge, or can readily obtain knowledge, of the transaction
- Terms of sale
- Customs Invoice number
- Customs Invoice Date
- Commercial value in U.S. Dollars (must match EDI Invoice provided to NFM)
- Discounts/Commissions (if applicable)
- Royalties or License Fees (if applicable)
- Port of Entry
- Actual Transportation Charges
  - Packaging and Inland freight must be listed separately on the invoice, if billable.

#### Line Item Information

- NFM Purchase Order number
- Country of Origin
- NFM Item Number
- Item Quantity
- Unit of Measure
- 10 digit U.S. HTS code

By U.S. law, pro-forma invoices are not acceptable form of documentation for U.S. Customs. All pro-forma invoices must be replaced with a Customs Invoice in English with USD value.

## Section 4 – Booking Process

### 4.1 Booking Requirements

All Vendors, regardless of IOR, are required to adhere to the booking request process defined below. Any fees incurred by NFM as a result of not following these instructions will be subject chargebacks.

Detailed instructions and contact information for NFM's Notify Party, Destination/Delivery Addresses, Consignee Name and Addresses, and Origin Booking Office contacts are listed in our Booking Process document which will be provided by NFM's Import Transportation Planning team.

- If NFM is IOR, our broker will arrange ISF/Customs Brokerage via our Notify Party.
  - Notify Party: Kuehne + Nagel Inc.
  - Vendor must email ISF details and all required documents to NFM and NFM designated broker.
    - NFM Email – [NFMContainers@nfm.com](mailto:NFMContainers@nfm.com)
    - Broker Notify Party Email – [nfm@kuehne-nagel.com](mailto:nfm@kuehne-nagel.com)
    - Broker Origin Booking Offices - listed by Origin Location in Booking Process document



- If NFM is **not** IOR, the Vendor will arrange ISF/Customs Brokerage.
  - At time of booking request, Vendor is required to provide the following:
    - To NFM: All required documents in Section 3 at time of Container ‘Stuffing’
      - [NFMContainers@nfm.com](mailto:NFMContainers@nfm.com)
    - To NFM’s Broker: Name of IOR, ISF details, and IOR’s Customs Broker Contact info
      - [nfm@kuehne-nagel.com](mailto:nfm@kuehne-nagel.com)
    - To IOR’s Customs Broker: ISF details and all required documentation

## 4.2 Booking and Shipping Windows

All import container shipments should be booked a minimum of 14 days prior to the PO Ready Date and should be on vessel within 14 days after the PO Ready Date to be considered on-time.

- **Booking Requests** are required to be submitted at minimum 14 days prior, but no more than 28 days prior, to the Ready Date requested on NFM Purchase Order. During this timeframe, the Vendor is required to reach out to appropriate parties to request booking, according to the requirements above.
- **Shipping Window** opens on the PO Ready Date and closes 14 days after the Ready Date.
  - By this time, the Vendor is expected to have the container stuffed and ready for loading onto a vessel, with all paperwork completed and communicated as directed.

## Section 5 – Customs Compliance

### 5.1 General Requirements

When Vendor is IOR, the cost negotiated with NFM should include all costs associated with producing or manufacturing the product and importing it into the United States.

All original Import Documents and supporting declarations must be provided to NFM Freight Forwarder/Customs Broker and PDF copies of those documents must be sent to NFM Transportation department 72 hours prior to vessel loading.

Requirements described in this guide cannot be interpreted as a substitute for compliance with governmental regulations. It is an international supplier’s responsibility to understand and comply with all export/import laws and regulations of each relevant country. NFM will not be responsible for a supplier’s failure to follow regulations and any unexpected delays, costs, fines, penalties, inspections, or seizures of inbound shipments will be subject to chargebacks.

### 5.2 Certificate of Origin

All international suppliers must supply a Certificate of Origin in English with the country of manufacture noted. If the country of origin is Mexico or Canada, a NAFTA Certificate of Origin is required.

The supplier shall inform NFM in a timely and continuous basis of any changes to an item’s information, including its country of origin.

### 5.3 Free Trade Agreement Certification

All suppliers who ship products to the U.S., which are consigned to NFM and qualify as originating from a country with a Free Trade Agreement with the U.S., must provide a valid Certificate of Free Trade for each item shipped.

Documentation supporting the Free Trade Agreement must be maintained by the supplier for at least 5 years from the date of shipment.

#### **5.4 Licenses/Trademark Agreement**

NFM adheres to all laws and regulations set for items bound by license or trademark agreements.

All international suppliers must confirm if there are any license or royalty fees and include this value on the Customs Invoice, in addition to providing a copy of the agreement for U.S. Customs clearance. This requirement still applies if the fees are payable indirectly via a third party (non-NFM) company.

If there is no license or royalty fee associated with the shipment, this must also be notated on the Customs Invoice as a confirmation.

#### **5.5 Anti-Dumping/ Countervailing Agreement**

Some goods imported into the U.S. carry duties assessed, in addition to the standard tariff rate of duty, called Anti-Dumping Duties or Countervailing Duties. Thus, it is required that a full, detailed, description of each item is provided on the Customs Invoice, in addition to noting the name and address of the manufacturer. Vendor must provide declaration of Anti-Dump/Countervailing does not apply.

## CHAPTER 5

# SHIPMENT PREPARATION

### Section 1 – Overview

To ensure products arrive at NFM safely, accurately, and in good condition, we expect all vendors to adhere to the basic guidelines outlined in this chapter regarding preparation of shipments to our facilities.

### Section 2 – General Packing Requirements

Make sure each carton contains merchandise for only one NFM purchase order and that the outside of each carton in a shipment reference that purchase order number.

Use appropriate shipping materials, cartons, covers and/or pallets that fit and secure the item(s) properly to avoid damages to any product or its packaging in transit or handling.

- All carton seams (top and bottom) must be sealed with packing tape. All tape must be moisture and temperature resistant.
- Pallets must be wrapped and secured to prevent shifting during transit or handling. If wraps, ties, or cables will be used, proper protective barriers must be applied to edges or corners to prevent damage to product contained within each pallet.
- Shipments containing concealed damaged or defective merchandise will be subject to chargebacks, including items where damage is not detected at point of receipt.

Any known discrepancies pertaining to case pack, master pack, or inner pack quantities must be communicated to an NFM Replenishment Planner prior to shipping so that they can be corrected.

All shipments must meet the NMFC packaging requirements and standards.

### Section 3 – Carton Marking and Labeling

#### 3.1 Carton Marking

NFM will not be responsible for damages of fragile items during transit. Cartons must be marked FRAGILE, HANDLE WITH CARE, DO NOT LAY in both English and Spanish.

Cartons must be marked with directional “arrows up” to instruct the carton handler as to the proper carton handling.

Vendor must comply with all hazardous materials handling, labeling and documentation.

#### 3.2 Shipping Label Requirements

NFM does not require a standard label type for shipments into our facilities, but we do require some information to be present on all outside cartons or shipping labels to ensure our receiving teams can properly identify all products coming into our facilities.

For Small Parcel shipments, the minimum required carton content and/or shipping information is to reference a PO# on the shipping label. For all other shipments, see below.

**Minimum Carton/Pallet Label Content Information:**

- NFM PO# referenced on shipping label or outer label on carton or pallet
- SKU#, Model # or UPC barcode to identify item(s) in carton or pallet
- Qty per carton or pallet if more than 1 unit
- If Model# has multiple colors or styles, include color, fabric, finish, or other necessary descriptions

**Shipping/Carton Label Quality Requirements:**

- Must be visible, readable, and scannable.
- Must be printed on adhesive shipping labels and should never be printed on plain paper or inserted into a plastic sleeve.
- Should be applied without any wrinkles or marks running through any barcodes.
- Must be attached to the carton as close to the printed model number as possible, without covering it up.
- If carton contains any markings, do not cover markings with shipping label.
- There should not be any tape, markings, or additional labels covering any part of the shipping label.
- Separate carton content labels are required if all necessary carton content information does not fit on the shipping label.
- Any additional labels required must be placed on the same side of the carton as the shipping label.

**3.3 Direct to Customer Shipments**

All D2C shipments are expected to use labels which comply with our Carriers' requirements.

- The following information is required on every shipping label in the location listed.
  - Top left corner: Vendor address
  - Center: Customer address
    - If a Customer Address is entered incorrectly, Vendor will be responsible for all charges associated with correcting the order.
  - Bottom left corner: 'Nebraska Furniture Mart purchase order #####'
    - This should be used for reference in the Carrier's system and/or entered on the BOL to ensure tracking of all orders.

*Note: All other requirements for Direct to Customer shipments can be found in [Vendor Guide, Chapter 9](#).*

**Section 4 – General Loading Requirements****4.1 Safety and Efficiency**

- All shipments routed to an NFM facility must meet the National Motor Freight Class (NMFC) loading requirements.
- All trailers used must be maintained to allow for safe loading, unloading, and transport of shipments.
  - Any violation of this by an NFM routed Carrier should be reported to an NFM Transportation Planner immediately.
  - Any damage or safety concern resulting from use of unsafe trailers may result in refusals or discrepancies at time of receipt.
- All load capacities should be based on maximum utilization of trailer space within the allocated space communicated by the Carrier or NFM Transportation routing instructions provided.
  - Pallets must be loaded and/or turned in the trailer to maximize space.
  - A vendor not efficiently using space allotted to their shipment may be subject to any additional freight charges incurred.
- Vendor is responsible for inspecting all merchandise prior to shipment to ensure quality, safety, conformity, and accuracy of shipment contents.

- Vendor must ensure that the merchandise is properly packed and loaded to prevent in-transit damage and/or tampering, as well as safe unloading at time of delivery.
  - Vendors are responsible for the cost and application of any load bracing devices used on truckloads or containers to prevent load shifting.
  - Dunnage application, including load bars, air bags, load latches or styrofoam blocks, shrink wrap or pallets. If using air bags, the size of bags must fit the size of the load.
  - Drivers are not required to provide or assist with the application of load bracing materials or dunnage, nor are NFM or its Carriers responsible for returning or reimbursing for any load bracing devices or dunnage used.

Any refusals or discrepancies resulting from failure to follow these instructions will result in a chargeback to the Vendor for all associated costs to rework, repair, redeliver, or return merchandise.

#### 4.2 Loading Appointments and Loading Timeframe

NFM Carriers' available and expected time for a trailer being loaded is 2 hours. NFM Carrier is considered on time when documented arrival/check in is within 10 minutes of scheduled appointment time. Any delays in loading a trailer, or inability to reasonably provide an adequate loading timeframe, may result in Detention Delay fees charged back to the Vendor at a rate of \$1 per minute.

- For all shipments:
  - Upon NFM Carrier Arrival: NFM Carrier and Vendor confirm BOL Arrival time in writing.
  - Upon NFM Carrier Departure: NFM Carrier and Vendor confirm BOL Departure time in writing.
- If Vendor is an 'Appointment' Origin, meaning loading appointments are scheduled in advance:
  - Confirm scheduled appointment in writing at time of scheduling.
- If Vendor is a 'FCFS' Origin, meaning loading will be subject to allowable check in hours for that Origin regarding same day loading.
  - Confirm hours of operation, including any same day loading check-in requirements, in writing at the time of the NFM Carrier requesting an appointment.

#### 4.3 Carton Counting

When said pallet arrives to an NFM facility, Vendor will be responsible for the BOL carton count and packing list piece quantities. Any shortages will result in freight claims against the Vendor regardless of BOL markings.

- **Shipper Count BOL:** At time of loading, if a bill of lading (BOL) specifies Shipper Count and pallets have been stretch-wrapped, Carrier will be responsible for making a note on the BOL to state the number of pallets, "said to contain" quantity.
- **Driver Count BOL:** If BOL specifies Driver Count and conditions are not conducive for a driver to appropriately count cartons, the Carrier will not be held responsible for any shortages. Carrier will be responsible for making a note on the BOL and notifying NFM in such cases.

## Section 5 – Special Handling

Items requiring special handling may be subject to additional fees and must be authorized prior to shipping. Any unauthorized special handling charges applied to an invoice may be short paid or subject to chargebacks.

### 5.1 Additional Handling

- Any article not-encased in corrugated material, such as, metal, plastic, or wood.
- Any cylindrical-like item, such as a barrel, drum, pail or tire, that is not fully encased in a corrugated cardboard shipping carton.
- UPS Special Handling Surcharges will be applied to any package meeting the following criteria:
  - Length – Any package with the longest side **exceeding 48 inches**.
  - Width – Any package with its second longest side **exceeding 30 inches**.
  - Length plus girth - Any package **exceeding 130 inches** in length plus girth.
  - Weight – Any package with an actual weight of **more than 90 lbs** or if the average weight per package in a shipment is greater than 90 pounds, when the weight for each package is not specified on the source document, all packages will be subject to Special Handling Surcharge.
- UPS Large Package Surcharge will be applied to any package meeting the following criteria:
  - Size – Any package **exceeding 130 inches** in length plus girth.
  - Weight – Any package with an actual weight of **more than 90 pounds**.
- If any carton weight exceeds 90 pounds or 130 inches in length and width combined, or if total shipment contains more than 500lbs and/or more than 10 cartons, it must be shipped via LTL.

### 5.2 Accessorial Charges

NFM will not be responsible for any accessorial charges on any shipment. Any charges not authorized and noted on the PO by NFM may result in a chargeback fee.

Accessorial charges include, but are not limited to:

- Detention fee
- Space or Truck Ordered, not used
- Re-weigh fees (LTL)
- Sort and segregate fees (LTL)
- Inside pickup (LTL)
- Lift gate services (LTL)
- Declared value (Small Parcel)
- Wrong Address or Residential Address fee

Additionally, any unexpected surcharges incurred due to incorrect weight or dimensions being provided to NFM at time of SKU setup, or when routing shipments, will be the responsibility of the Vendor.

If any situation listed in this section will be regularly applicable to a Vendors shipping origin address, they must be defined in the Transportation form in the Vendor Master Agreement during Vendor onboarding, so that NFM may determine the most efficient and cost-effective method of routing shipments.

### 5.3 Excess Packing

All excess packing materials required and/or fees charged will be the responsibility of the Vendor, unless otherwise approved by NFM prior to shipping. This includes but is not limited to the following: Inbound Transportation, Broken Carton, Out of area, Overpacking, Fragile items, and/or Split Shipments.

## CHAPTER 6

# DOCUMENTATION

### Section 1 – Overview

In an effort to avoid costly delays and discrepancies, NFM requires specific documents must accompany all shipments to our facilities. This chapter describes those requirements and the conditions surrounding them. Failure to include detailed and accurate documentation may result in receiving delays, invoice payment delays, refusals, or chargebacks.

Additionally, documents containing cost information should not be provided to Carriers or to any NFM Receiving departments. Please be sure to exclude item cost, freight charges, or declared values from all transportation related paperwork sent to NFM or provided to a Carrier.

### Section 2 – Bill of Lading

A detailed account of goods received by a Carrier to be transported to a destination (Bill of Lading, or BOL), prepared by the Vendor, and confirmed by the Carrier, must accompany all orders shipped to an NFM facility. In addition, a Packing List must also be provided and accompany the BOL for each delivered shipment.

Shipping Manifests are not considered part of the BOL. All information listed below must be on the actual BOL and only one container can be booked per BOL.

#### 2.1 Domestic Shipments

- All NFM Purchase Order number(s) within shipment
- Number of cartons/pallets for each Purchase Order
- Description of merchandise
  - NFM SKU number(s), as well as description(s) of product
- Total actual scale weight and total cubic feet
- NMFC Freight Classification
- Freight terms (if not specified, terms will be considered “Prepaid”)
- Complete origin address and destination address, including zip codes

#### 2.2 Multi-Drop Shipments

If a single shipment has multiple delivery locations, a Master BOL will be required. The Master BOL should indicate each location and include a BOL for each location. The final destination should be listed as the consignee of the shipment.

A separate packing list must be created for each delivery location and must be attached to each BOL. A note stating, “Packing list is attached” should be printed directly on each BOL. Notations stating that an envelope, miscellaneous documents, or paperwork are attached is not sufficient proof that a detailed packing list was given to the Carriers.

#### 2.3 Multiple Trailers

In the event a shipment requires the use of more than one trailer, each trailer must have a BOL which reflects the exact contents of that trailer.

## Section 3 – Packing List

A detailed specification of packed goods (Packing List), prepared by the Vendor, must accompany all orders shipped to an NFM facility or to our Direct to Consumer (D2C) customers. Missing or partial packing lists will be subject to a per shipment chargeback of \$50.00. NFM does not require the use of any specific template for packing lists for shipments into our NFM facilities.

A copy of the packing list must also be emailed to the correct NFM facility prior to arrival or delivery to NFM. Please reference NFM PO# in email subject and/or body. See [Section 3.4](#) for details regarding Packing List Availability.

### 3.1 Domestic Shipments

#### Header Information

- Carrier name, address, contact name, and phone number
- Trailer number or Trip number (if applicable)
- Number of Cartons/Pallets shipped

#### Line Item Information

- NFM PO Number
- NFM PO Line
- SKU Number and/or Item/Model Number
- Item Description - incl. color, fabric, finish, dye lot, or any other necessary info to identify item
- Item Quantity
- Multi-pack Comments (i.e. Qty 4 in 2 cartons, Associated Master/Inner Item#)

### 3.2 Direct to Consumer Shipments

All D2C shipments require the use of our Packing List template, which can be downloaded from [nfm.com/new-vendor](https://nfm.com/new-vendor) or obtained from an NFM Buyer.

An example of the D2C packing list can also be viewed in [Appendix III](#).

### 3.3 Packing List Availability

Accurate packing lists, reflecting all contents loaded onto a shipment, must be emailed to NFM's receiving team ASAP after a shipment is loaded onto a Carrier truck.

- Any delays receiving packing lists, which delay receipt of product, will delay payment of invoices.
- A Vendor may use an Excel or PDF copy of an EDI 856 ASN as a packing list.
  - Must be provided via email prior to arrival as well as included with the shipment received.

#### Small Parcel shipments:

- Packing lists must be attached to or included within each carton and/or shipment.

#### Truckload or LTL shipments:

- Product unloading, including live unloads, may be delayed if packing lists are not available prior to delivery. NFM uses this information to produce receiving labels prior to arrival and/or unload.
- NFM will not be responsible for any per diem rates incurred due to packing lists not being provided in a timely manner.

All missing, illegible, partial, or incomplete packing lists may be subject to a chargeback of \$50.00. Additionally, if seasonal or time-sensitive product is delayed by a missing packing list, NFM reserves the right to return.



## Section 4 – Advance Ship Notice (ASN)

For standard shipments, NFM does not currently have full EDI 856 functionality to use advance or pre-delivery packing list information provided via EDI 856 to our receiving teams. As a result, EDI 856 transactions may not be used in place of our requested pre-delivery emailed packing lists described in [Section 3](#).

A Vendor may use an Excel or PDF copy of an EDI 856 ASN as a packing list if it is emailed to the appropriate receiving contacts at NFM within 24 hours of the shipment being loaded onto a Carrier's truck.

For Vendors participating in our Direct to Customer (D2C) or Pre-label Programs, we require the use of EDI 856 ASN.

*Note: Detailed requirements for EDI transactions can be found in the [Vendor Guide, Chapter 5](#).*

### 4.1 Direct to Customer Shipments

All Direct to Customer shipments require confirmation of shipping via an EDI 856 transaction or via email to [direct.ship@nfm.com](mailto:direct.ship@nfm.com).

Both email and EDI confirmations must include a PO number, NFM SKU number, UPC number, quantity, and tracking information within 24 hours of shipment. Invoice payments will be held until this information is confirmed received.

*Note: Detailed requirements for Direct to Customer shipments can be found in the [Vendor Guide, Chapter 9](#).*

### 4.2 Pre-label Shipments

All pre-labeled shipments require confirmation of all piece numbers being shipped via an EDI 856 transaction. Confirmation must include NFM Truck number, Vendor Trip number, Ship-to state, Trailer number (optional), PO number and line number, NFM SKU number, UPC number, Quantity, and NFM Piece numbers.

If, for any reason, items in a shipment will not ship with labels, NFM requires a packing list be provided for those items prior to delivery.

Any discrepancies identified may be subject to chargebacks.

*Note: Detailed requirements for pre-labeling shipments can be found in the [NFM Pre-label Guide](#).*

## CHAPTER 7

# DELIVERY

### Section 1 – Overview

Delivery appointments are required for all shipments into an NFM facility. While Small Parcel carriers maintain regular delivery appointments at NFM, all other carriers must schedule an appointment and provide any required documents prior to arriving at NFM.

Please be advised, all drivers must check in when they arrive. A valid photo ID will be required; however, no drivers shall be allowed access to a facility nor will they be allowed to unload shipments.

### Section 2 – Appointment Policies

#### 2.1 Scheduling Appointments

For all live unload shipments, the Vendor or Carrier must schedule a delivery appointment at least 48 business hours prior to appointment time being requested. If attempting to schedule as requested and NFM is unable to accommodate a delivery as requested, Vendor will not be responsible for any resulting late POs.

If approved to ship Next Day Delivery, Vendors must call 24 business hours prior to delivery.

#### 2.2 Late or Missed Appointments

NFM facilities have a strict delivery appointment policy. If a carrier arrives 15 minutes late or more, our Receiving departments will do their best to reschedule the shipment on that date or refuse the shipment.

Carriers must notify the Receiving department ASAP if they will miss their scheduled appointment time. If shipment is refused due to a missed or late appointment, the appointment will need to be rescheduled. Vendor will be responsible for any PO delays caused.

Late, missed, or rescheduled appointments have a direct impact on NFM's productivity. NFM reserves the right to suspend or deny scheduling of inbound deliveries for any Carrier for consistent non-compliant behavior.

### Section 3 – Delivery Types

#### 3.1 Standard Live Unloads

Prior to a Live Unload appointment, NFM must receive a complete packing list via email, as stated in [Chapter 6](#) of this guide. If this information is not provided, NFM Receiving department reserves the right to reschedule the appointment and any late POs will be the responsibility of the Vendor.

Each appointment is allowed a 2-hour unload window. Carriers must arrive early or on time to avoid delays in the schedule for that day.

With exception of Small Parcel Carrier deliveries, live unload hours are primarily scheduled overnight. If unable to deliver during NFM's receiving hours, trailers may be dropped on our drop lot. See [Section 3.3](#) of this chapter for further details regarding Drop on Lot receiving.

After unloading the shipment, NFM will stamp the carrier's paperwork to notify a shipment has been unloaded but has not yet been fully inspected.

- Upon unboxing an inspection will occur and additional comments may be added to notate concealed damage or other shipping errors which may have occurred.

- Example of Receiving Unload stamp:

RCVD BY: \_\_\_\_\_  
 RCVD \_\_\_\_\_ PCS/CTNS  
 DATE \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
 SUBJECT TO INSPECTION  
 COMMENTS BELOW

*Note: All Receiving Department contact information, hours, and other facility-specific information can be found in [Appendix II: Contact Information](#).*

### 3.2 Pre-Scheduled Reoccurring Live Unload

Some vendors may be approved to set up weekly reoccurring scheduled appointments with the regional Receiving departments.

Please confirm with Receiving department prior to transport if volume will exceed the appointment time allotted. Excess must be allotted for the next scheduled appointment time, scheduled according to our Standard Live Unload requirements, or delivered according to our Drop on Lot requirements.

Vendors with these types of appointments will still be required to submit previously stated documentation prior to delivery, as well as follow all associated requirements for a Standard Live Unload.

*Note: All Receiving Department contact information, hours, and other facility-specific information can be found in [Appendix II: Contact Information](#).*

### 3.3 Drop Trailer on Lot

Prior to a Drop Trailer on Lot delivery, NFM must receive a complete packing list via email, as stated in [Chapter 6](#) of this guide. If this information is not provided, NFM Receiving department may need to delay unloading of the trailer until information is received and any late POs will be the responsibility of the Vendor.

All drop on lot shipments will receive a stamp on their paperwork indicating they have checked in.

- If a drop on lot occurs outside of normal hours, all paperwork must be provided to the appropriate location at that facility. Paperwork should be notated with date and time trailer was dropped and it will be processed when business hours resume.
- Example of Drop Trailer stamp:

DROP TRAILER  
 SUBJECT TO CARTON COUNT

TRUCKLINE: \_\_\_\_\_ TRAILER NO: \_\_\_\_\_  
 DATE: \_\_\_\_\_ LOAD NO: \_\_\_\_\_  
 NAME: \_\_\_\_\_

Once a Drop Trailer has been unloaded, NFM will notify our Carrier contact to pick up their empty trailer. All empty trailers must be retrieved within 5 business days.

*Note: All Receiving Department contact information, hours, and other facility-specific information can be found in [Appendix II: Contact Information](#).*

### 3.4 Small Parcel

NFM maintains standing daily appointments with Small Parcel Carriers, UPS and FedEx.

For all Small Parcel shipments, a packing list must be emailed to our receiving department prior to delivery, as well as attached or included in the package, per requirements stated in [Chapter 6](#) of this guide.

Vendor should make every attempt to limit Small Parcel shipments to one PO per carton.

*Note: All Receiving Department contact information, hours, and other facility-specific information can be found in [Appendix II: Contact Information](#).*

## Section 4 – Refusals

NFM reserves the right to refuse a shipment or return at Vendor's expense, for any reason, including but not limited to:

- Products shipped after the Cancel Date stated on the NFM PO.
- Products shipped that were not approved in the original scheduled shipment.
- Backorders shipped without approval when NFM has a No Backorder Policy with a Vendor.
- Products shipped more than 7 days earlier or later than NFM requested or approved to ship.
- Products purchased for specific seasonal events or holidays which ship outside of requested timeframe for those seasons (ie: Halloween, Christmas, Easter, Berkshire, etc.)
- Items delivered to a wrong region or wrong retailer.
- Items with visible damage to product or its packaging.
- Items with loading and/or packing violations, which indicate concealed damage may be encountered.
- Loads which are deemed unsafe for unloading upon opening of trailer door.

## Section 5 – Shipping Errors

NFM reserves the right to chargeback vendors for the costs of processing transfers to the requested destination warehouse if the vendor ships product to the wrong warehouse.

Proof of Delivery (POD) is only a proof of delivery of a shipment and will not be accepted as an adequate proof of carton contents. At NFM we use security camera recordings of all unloading and receiving activities to verify actual receipt quantities when discrepancies are identified.

NFM will not assume liability or make payment for shortages, overages or incorrect products shipped to one of our facilities in error.

- If a shortage is detected, NFM will notify the vendor and short pay invoice or request a credit for the missing product, as well as any associated freight charges.
- If an overage or incorrect product is detected, NFM will notify the vendor and request a Return Authorization (RA) for the items and associated freight charges.
  - At times an NFM may negotiate keeping product at a discounted rate, instead of returning, this must be approved in writing by an NFM Buyer.
  - Detailed requirements for RA Requests and Reverse Logistics can be found in [Chapter 8](#) of this guide, and in [Chapter 8 of the Vendor Guide](#).

All return freight charges associated with shipping errors will be the responsibility of a vendor, as well as being subject to chargebacks.

All shipping errors will be evaluated and processed in accordance with our Conformance Policy, outlined in Chapter 1.

# REVERSE LOGISTICS

## Section 1 – Overview

At NFM, it is the responsibility of the Merchandise Buyers to negotiate merchandise return policies with their Vendors. NFM reserves the right to return goods at the original purchase cost.

## Section 2 – Merchandise Returns

### 2.1 Automatic Return to Vendor (NFM Deduct)

Merchandise is automatically processed and returned to the Vendor without a Return Authorization (RA) for each instance and the original merchandise cost and any associated handling fees are deducted by NFM.

Vendor must confirm if No RA Required or provide a Standing RA and provide a Return Address on the Quality Control Terms form, located in the Vendor Master Agreement forms.

If return items are to be loaded onto a delivery trailer to be returned to a vendor facility, instructions must be stated on the Quality Control Terms form.

- A Return appointment must be scheduled to coincide with the Delivery appointment and adequate space must be available in the trailer to load all return units scheduled for the appointment. If Return appointment is missed, or units do not fit, NFM reserves the right to return via a Carrier of our choice and deduct freight costs incurred.
- NFM will be responsible for loading merchandise in a safe and effective way and original merchandise cost will be deducted when merchandise leaves the NFM facility.

### 2.2 By Request Return to Vendor

An RA request will be sent each time a return is needed. Vendor must provide the RA number, Carrier, Return Address, and Pickup date within 7 days of a request being submitted.

If an RA request is not processed within 7 days, NFM may deduct merchandise cost and freight charges against funds currently owed to the Vendor. In the case of an overage or wrong product sent, NFM reserves the right to dispose of, donate or sell any overage or wrong product with no payment responsibility after 7 days of no response.

If providing a call tag is a vendor's preferred method of return shipping, it must be provided to NFM within 7 days. If a call tag is not received, NFM will ship product at our discretion and charge the vendor for all associated expenses. Vendor may also choose to instruct NFM, per RA, to dispose of product rather than returning.

If return items are to be loaded onto a delivery trailer to be returned to a vendor facility, instructions must be stated on the Quality Control Terms form, located in the Vendor Master Agreement forms.

- A Return appointment must be scheduled to coincide with the Delivery appointment and adequate space must be available in the trailer to load all return units scheduled for the appointment. If Return appointment is missed, or units do not fit, NFM reserves the right to return via a Carrier of our choice and deduct freight costs incurred.
- NFM will be responsible for loading merchandise in a safe and effective way and original merchandise cost will be deducted, or Vendor must provide Credit, when merchandise leaves the NFM facility.

### **2.3 Defective Allowance**

Items qualifying for a Defective Allowance will not be shipped back to a Vendor. NFM will either dispose of product and deduct the original merchandise cost from the Vendor, and/or repair item for selling and deduct any costs associated with handling and repairs.

When applicable, Vendor may elect to have Gross Defect charges, which are items where cost of handling and repairs exceed 50% of the original merchandise cost, applied separately from the Defective Allowance.

### **2.4 Field Destroy**

Items qualifying for a Field Destroy will not be shipped back to a Vendor. NFM will destroy and dispose of product and either request credit or deduct the original merchandise cost from the Vendor, as well as any costs associated with additional handling.

Vendor must confirm if RA requests are required or provide a Standing RA on the Quality Control Terms form, located in the Vendor Master Agreement forms.

### **2.5 Direct to Customer Order Returns**

If a customer returns product back to an NFM facility, NFM will follow the terms defined in the Quality Control Terms form, located in the Vendor Master Agreement forms.

If a customer wishes to return product directly back to the Vendor facility, NFM will advise the customer to return the merchandise to the Vendor. NFM will then deduct the original merchandise cost from the Vendor after Proof of Delivery is confirmed.

*Note: For all other information regarding Direct to Customer Returns, please see [Vendor Guide, Chapter 9](#).*

## **Section 3 – Product Recall Returns**

Recall merchandise is product recalled for a merchandise vendor, consumer protection, or a government mandate process. NFM will consolidate recalled merchandise for Vendors in each of the NFM facilities and handle as directed.

In the event that recalled merchandise presents a safety concern to NFM or its Customers, NFM reserves the right to handle in the safest manner deemed appropriate by our facility managers without prior authorization from a Vendor. NFM will make every attempt to keep the Vendor informed and work together on decisions made during this process.

### **3.1 Return to Vendor (RTV)**

If directed to return, Vendor must provide Carrier, ship-to address, and pickup date. NFM will recover original merchandise cost and all freight costs associated with returning product to Vendor facility.

Any subsequent returns from customers must be honored and allowed to be processed under these same terms, unless otherwise approved by an NFM Buyer at time of recall.

### **3.2 Field Destroy**

If directed to field destroy, product will not be shipped back to a Vendor. NFM will dispose of product and deduct the original merchandise cost from the Vendor.

Any subsequent returns from customers must be honored and allowed to be processed under these same terms, unless otherwise approved by an NFM Buyer at time of recall.

# GLOSSARY OF TERMS

The following definitions are how NFM interprets the terms referred to in our Vendor Guide and Routing Guide, on our Vendor Master Agreement forms, or within any other types of communication with a Vendor. Any differing interpretations will need to be stated in writing and approved by NFM.

- **Advanced Shipment Notification (ASN)**

An electronic notification of in-transit shipments and their associated shipping, delivery, and tracking information.

- **Arrival Date**

Commonly referred to as the Delivery Appointment Date, Trailer Drop Date, or On-Lot Date. This is the date NFM expects the shipment to be delivered to, or dropped on lot, at an NFM facility. All Vendors who are responsible for shipping their products to NFM prepaid are held accountable to the accuracy of the Arrival Date provided to NFM.

- **Bill of Lading (BOL)**

A document issued by an entity providing transportation services which serves three purposes:

- 1) Receipt for goods delivered to the Carrier for shipment
- 2) Contract of Carriage of Goods from Point of Origin to Point of Destination
- 3) Under certain conditions, provides Evidence of Title for goods

- **Bill of Lading Number**

A unique number assigned by the shipper when creating the Bill of Lading.

- **Burst Strength Test (Mullen)**

A type of test which determines the force required to rupture or puncture the face of a corrugated board and is used to determine the rough handling durability of a package.

- **Collect**

The consignee (NFM) pays the freight charges.

- **Consolidation**

Occurs when multiple shipments are combined into one truck.

- **Country of Origin**

The country where shipped goods were originally produced or manufactured. This is not necessarily the country from which the goods are shipped.

- **Cube**

The amount of space a shipment occupies on a trailer.

- **Customs Invoice**  
Invoice used for shipping purposes. May be referred to as Commercial Invoice, Shipping Invoice, or Invoice.
- **Distribution Center (DC)**  
NFM facility, designed to hold goods for limited periods of time.
- **Dunnage**  
Loose materials used to support and protect cargo in a trailer or container. For example, pallets, packing, shrink wrap, padding, or other materials used for damage protection.
- **Edge Crust Test (ECT)**  
A type of test which determines the edgewise compressive strength of a corrugated board and is used to determine the stacking durability of a package.
- **EDI (Electronic Data Interchange)**  
A method of transmitting data in formatted messages electronically between NFM, vendors, carriers, and drop shippers using the EDI X12 standards.
- **Full Container Load (FCL)**  
An ocean shipment consigned to the importer.
- **Full Truck Load (FTL)**  
An intermodal shipment consigned to the importer.
- **Gross Defect Item**  
A repaired item with a total actual cost of handling/repair fees equaling over 50% of the product cost of that item.
- **Harmonized Tariff Schedule (HTS)**  
The primary resource for U.S. tariff classification of imported goods. The HTS is based on the international Harmonized Commodity Coding and Classification System (Harmonized System) of six digits, which has been established by the World Customs Organization.
- **Importer of Record (IOR)**
- The party which bears the responsibility for ensuring compliance with all applicable state, local, and federal laws when importing goods into the U.S.
- **Importer Security Filing (ISF)**  
A pre-shipping notification to U.S. Customs that identifies specific data elements prior to loading a shipment at the port of departure for all ocean shipments.
- **Less than Truckload (LTL)**  
A shipment that does not fill a full truckload (generally, < 50% of a truck) is picked up by a carrier and consolidated with other Vendor shipments before being delivered to an NFM facility.



- **NFM Reference Number (RN)**

The RN is a reference number that NFM generates when a shipment has been routed and a Carrier has been assigned to make a pick-up. This number is ONLY generated for shipments that NFM assigns to Truckload, Less than Truck Load and Small Parcel carriers.

- **Packing List**

A Vendor prepared document that lists all merchandise and quantities of merchandise in a shipment.

- **Pallet**

A flat structure, with top and bottom deck boards, used for supporting goods when handling, storing, or transporting. Standard pallets are 40"x48" but may vary in sizes up to 48"x48". Goods are often secured with straps or stretch wrap and should not hang over the edge.

- **Port of Entry**

Destination port in the U.S. where Customs clearance will take place.

- **Prepaid**

The consignor (Vendor) pays the freight charges to the Carrier.

- **PRO Number**

A unique number assigned by a motor freight carrier to identify a specific shipment.

- **Purchase Order (PO)**

The actual contract that NFM has with a Vendor that represents the amount of product NFM requires and the requested date(s) product is required by.

- **Ready Date**

Commonly referred to as the NFM Pickup Date or Route By date. This is the date NFM expects a shipment to be ready for loading onto an NFM Carrier's truck at a Vendor's facility. All Vendors whose products are picked up by NFM are held accountable to the accuracy and timeliness of the Ready Date provided to NFM.

- **Routing Request**

A request sent to NFM's Transportation department to obtain an assigned Carrier and instructions for routing a Collect shipment to NFM. Typically includes providing shipment details such as, PO information, shipment cube and weight, pallet count, and shipment Ready or Available date.

- **Serialized Ship Container Code (SSCC)**

An 18-digit number used to identify logistics units; used in LP Receive.

- **Skid**

A flat structure used for supporting goods when handling, storing, or transporting. It is similar to a pallet except it does not have bottom deck boards.

- **Standard Carrier Alpha Code (SCAC)**

A unique, four-letter alpha code used to identify a carrier.

- **Stock Keeping Unit (SKU)**  
A merchant specific identifier for a purchasable good.
- **Transportation Management Portal (TMS)/Freight Order Management (FOM)**  
A vendor-facing, web-based application that facilitates the routing of inventory from a Vendor's distribution center to an NFM Facility. Required for all collect shipments irrespective of weight/size.
- **Universal Product Code (UPC)**  
A standard type of barcode widely used in North America for tracking trade items.
- **Vendor**  
The party from whom NFM purchases goods.

## Appendix II

# CONTACT INFORMATION

NFM Store Location & Type of Product	Pre-Delivery Packing List & Appointment Scheduling	Delivery Addresses & Receiving Hours
<b>OMAHA, NE</b>		
Furniture, Major Appliances	<a href="mailto:receiving@nfm.com">receiving@nfm.com</a> PH: 402-255-6246  <b>Container, also send to:</b> <a href="mailto:nfmcontainers@nfm.com">nfmcontainers@nfm.com</a>	Overnight LT/Live Unload: M-F 10:30p-7a CST LTL/Small Parcel Unload: M-F 4a-12:30p CST  Nebraska Furniture Mart 7415 Harney Street Omaha, NE 68114
Electronics, Small Appliances, Accessories	<a href="mailto:omaereceiving@nfm.com">omaereceiving@nfm.com</a> PH: 402-392-7153	
Flooring, Plumbing	<a href="mailto:flooring.receiving@nfm.com">flooring.receiving@nfm.com</a> PH: 402-829-7908	Flooring Unload: M-F 5:30a-11a CST  Nebraska Furniture Mart 402 Rose Blumkin Drive Omaha, NE 68114
<b>KANSAS CITY, KS</b>		
Furniture, Electronics, Appliances	<a href="mailto:kcreceiving@nfm.com">kcreceiving@nfm.com</a> PH: 913-288-6280 M-FR 6a-2:30p CST  <b>Container, also send to:</b> <a href="mailto:nfmcontainers@nfm.com">nfmcontainers@nfm.com</a>	Overnight TL/Live Unload: M-F 10p-6:30a CST LTL/Small Parcel Unload: 7:30a-3:30p CST Flooring Unload: M-TH 7a-1p, Fr 7a-12p CST  Nebraska Furniture Mart 1601 Village West Parkway Kansas City, KS 66111
Flooring, Plumbing	<a href="mailto:kcflooringrcv@nfm.com">kcflooringrcv@nfm.com</a> PH: 913-288-6125 M-TH 7a-1p, Fr 7a-12p CST	
<b>THE COLONY, TX</b>		
Furniture, Electronics, Appliances	<a href="mailto:tcreceiving@nfm.com">tcreceiving@nfm.com</a> PH: 972-668-0283  <b>Container, also send to:</b> <a href="mailto:nfmcontainers@nfm.com">nfmcontainers@nfm.com</a>	Overnight TL/Live Unload: M-F 11p-5a CST LTL/Small Parcel Unload: M-F 7:30a-4p CST Flooring Unload: M-F 7a-2p CST  <i>All appts must check in at <b>Door 117</b> for Dock Assignment prior to unloading.</i>
Flooring, Plumbing	<a href="mailto:tcflooringwhse@nfm.com">tcflooringwhse@nfm.com</a> PH: 972-668-0397	Nebraska Furniture Mart 4001 Destination Drive The Colony, TX 75056
<b>DES MOINES, IA</b>		
All Receiving	<a href="mailto:jake.currie@nfm.com">jake.currie@nfm.com</a> PH: 515-727-6504 Call for appointment	Unload Hours: M-F 10a-3p CST  Nebraska Furniture Mart 15500 Hickman Road Clive, IA 50325

### Inbound Transportation Department

Domestic Shipping/Routing Inquiries: [traffic2@nfm.com](mailto:traffic2@nfm.com)

Import Shipping/Routing Inquiries: [nfmcontainers@nfm.com](mailto:nfmcontainers@nfm.com)

Date Changes Required for Routing: See **Vendor Guide, Chapter 4**

Transportation Portal Troubleshooting or User Access: [NFMtMSSupport@nfm.com](mailto:NFMtMSSupport@nfm.com)

Freight Invoice Inquiries: [TrafficAP@nfm.com](mailto:TrafficAP@nfm.com)


Transportation Hotline: 402-392-7178

Hours: Monday – Friday 7AM – 4PM CST

## Appendix III

# D2C PACKING SLIP TEMPLATE

Below is an example of the standardized packing slip NFM requires all Direct to Customer Vendors to use when shipping goods to our customers from your facilities. A template of this document will be provided by an NFM Buyer during the Vendor Onboarding process or can be downloaded from [www.nfm.com/new-vendor](http://www.nfm.com/new-vendor).

<b>PACKING SLIP</b>		
		SHIP DATE: mm/dd/yyyy
SHIP TO:	Customer Name Street Address City, ST ZIP Code	SHIP FROM: Company Name C/O NFM Direct to Customer Street Address City, ST ZIP Code
ORDER DATE	ORDER NUMBER	SHIPPING METHOD
ITEM #	DESCRIPTION	QTY
<p><i>Thank you for your business!</i></p> <p><i>Please contact NFM Customer Service with any questions or comments.</i></p> <p><a href="https://www.nfm.com/customer-services">https://www.nfm.com/customer-services</a> Toll-Free: 1-800-336-9136 Mon – Sat: 8am – 9pm, Sun: 11am – 8pm <a href="mailto:contact.us@nfm.com">contact.us@nfm.com</a></p> <p>For our Return Policy, please visit <a href="https://www.nfm.com/returns-and-exchanges">https://www.nfm.com/returns-and-exchanges</a></p> <p>NFM • 700 South 72nd Street • Omaha, NE 68114 • 402-397-6100</p>		