# UPS Shipping Service Guidelines for Frontgate Vendors

Updated: 10/15/2021

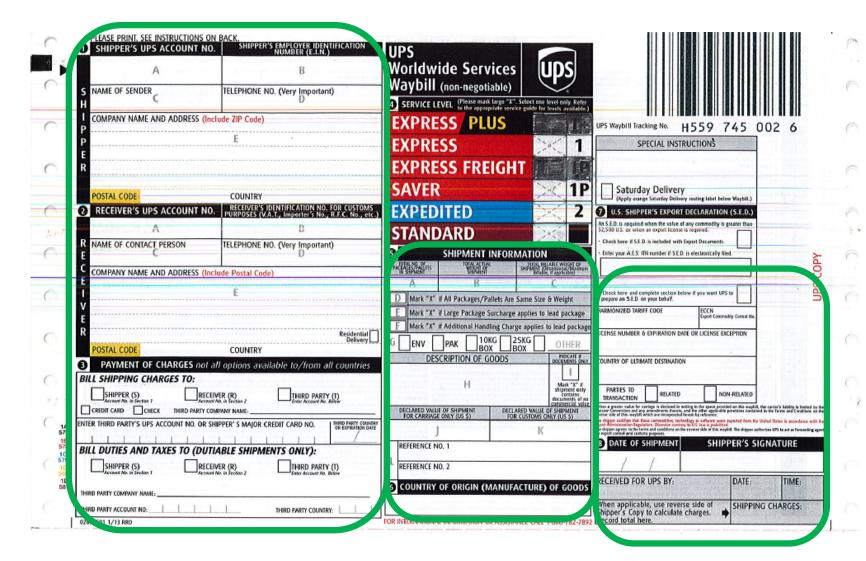
## **UPS Shipping Service Guide**

## Purpose:

- This document provides our vendors guidance on how to correctly and most cost effectively use UPS to ship samples, swatches and other types of smaller parcel items.
- A key aspect includes choosing the appropriate level of "service" for shipping.
- Failure to ship within the guidelines outlined or without proper approval from the brand partners, will result in a vendor noncompliance chargeback, including a \$250 per occurrence fee plus the difference in service level costing.

## **UPS Shipping Waybill**

-All shipper and receiver boxes outlined must be completed as fully and accurately as possible to avoid mistakes, delays and possible extra charges.

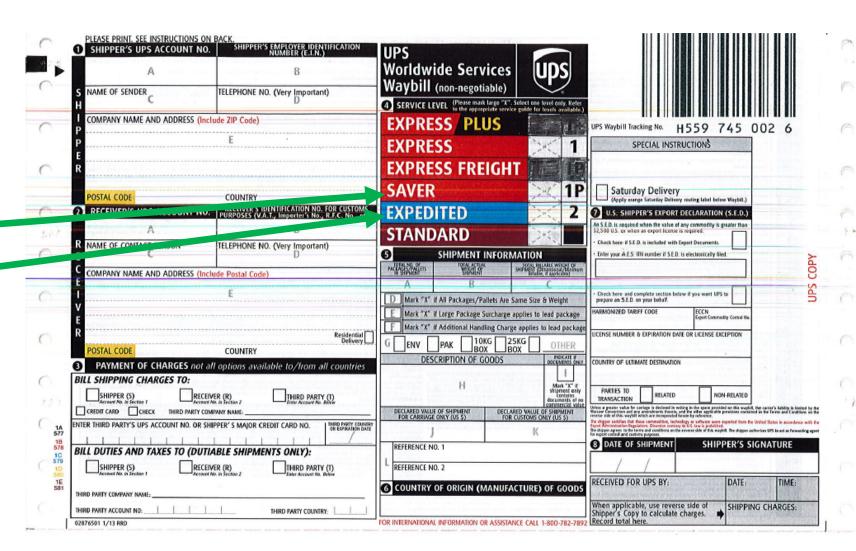


## UPS Shipping Services – Waybill Selection

Vendors / Agents are instructed to utilize these service levels when shipping samples, swatches and other items to FG or GR.

### **Please Select:**

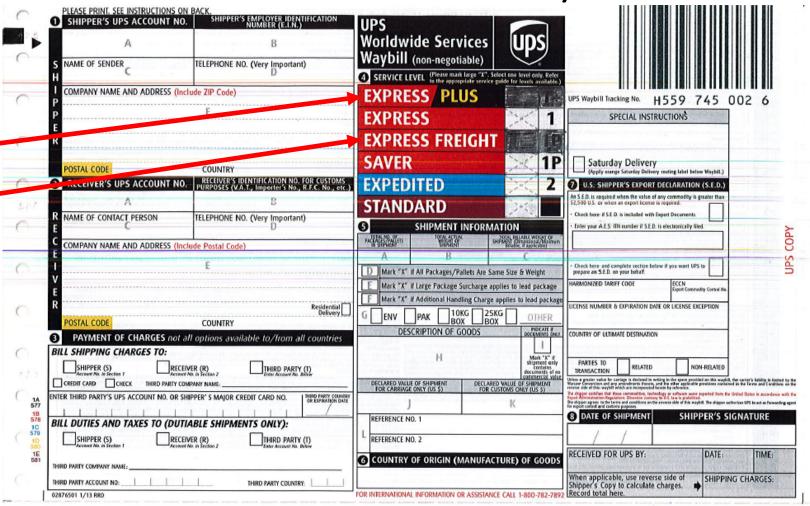
- SAVER This is the cheapest International option and should be chosen for anything 1 lb and under.
- EXPEDITED Provides an approximate 2-5 day transit time. This International option should be chosen for anything 1 lb and up to 109 lbs.
- NOTE Should any other option be used without written permission from a member of Cinmar LLC, a chargeback will be applied.



UPS Shipping Services – Incorrect Waybill

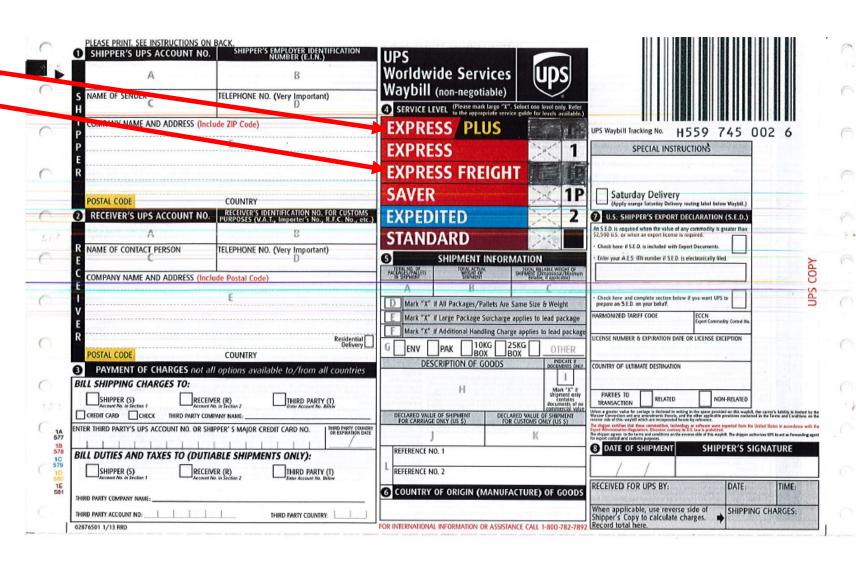
## \*\*DO NOT SELECT\*\*:

- EXPRESS PLUS (2-3 day AM delivery)
- EXPRESS FREIGHT
- -There is a premium of almost 2.5x the cost for this additional service which is proving to be non-value added since EXPEDITED arrives in almost the same time frame.



## UPS Shipping Services – Incorrect Waybill

 Vendors are NOT to choose EXPRESS PLUS or EXPRESS FREIGHT when shipping samples, swatches or any other item(s). Suppliers who choose these service levels without prior written approval from a member of FG or GR will be subject to a vendor noncompliance penalty, including a \$250 fee plus the difference in service level costing.



# **UPS International Routing Guide**

Please ensure the UPS International Routing Guide is followed at all times. \*\*SEE NEXT SLIDE FOR ROUTING GUIDE.

#### - At A Glance

- a. **UPS Saver** to be used for:
  - Any item/package <u>under</u> 1lb.
- **b. UPS Worldwide Expedited** to be used for items that meet **BOTH** criteria as:
  - Any item/package 1lb and up to 109lbs. AND
  - LG (length + girth) less than 157".
    - 1. Calculating LG (Length + Girth)
      - ✓ Length + Girth, where Girth = 2x width + 2x height.
      - ✓ UPS will use the largest number as the length so the width and height should be calculated using the two smallest numbers in your dims.
      - ✓ EXAMPLE: A sample has dims of 34" x 31" x 38". Take the two smallest numbers (34" & 31") and multiply those by 2, where 34" x 2 = 68" and 31" x 2 = 62". Those two numbers added together (68"+ 62") give you your total GIRTH of 130". Take that number and add the largest number left (LENGTH) which is 38" and that gives you a total Length (38") + Girth (130") = 168". Based on the maximum allowable requirement of 157" Length + Girth − this item is NOT acceptable to ship UPS.
      - ✓ In this case, since 157" is the max, if this item does ship UPS, it will incur an overmax fee and those can range from \$800 \$1000+. That fee will be charged back to the supplier plus a \$250 administrative fee.
  - If an item/package is over 109lbs **and/or** exceeds the LG of 157", please contact your merchant or sourcing specialist to advise on a ship method. **DO NOT** ship these items/packages via UPS unless approved.
- c. Should a method need to be used, other than UPS Saver or UPS WW Expedited, an approval must be sent in writing, by your FG merchant or sourcing specialist. If not shipped with proper approval / authorization, chargebacks will apply.

To access vendor information, you may click on this link.

http://www.ccsginc.com/cinmar.htm

And scroll down to Routing Guides, choosing "International Routing Guide" to access the form on the right.



#### CINMAR INTERNATIONAL ROUTING GUIDE

| DIMENSIONS/<br>WEIGHT  | ORIGIN<br>COUNTRY | NOMINATED CARRIER | FREIGHT<br>TERMS | ACCOUNT<br>NUMBER   |  |  |
|--|-------------------|-------------------|------------------|---------------------|--|--|
| 1. Pkg. Length (longest side) does<br>not > 108 in / 274 cm.<br>2. Pkg. Length + Girth (2xW) +<br>(2xH) does not > 157 in / 399 cm.<br>3. Pkg. Billable Wgt.* = or < than<br>50 kilos / 109 lbs. | All Origins       | UPS               | Collect          | Contact<br>Merchant |  |  |
| Select WW Expedited as the UPS Service for Package & WW Express Saver for Letter. Any other  |                   |                   |                  |                     |  |  |

Select WW Expedited as the UPS Service for Package & WW Express Saver for Letter. Any othe UPS Service requires Approval from the Cinmar Merchant Team

Any Air Freight of Samples or Purchase Orders requires Approval and to reach out directly to the Merchant to obtain Routing Instructions and Account Number

Reference Purchase Order Number in the Reference Field of the Airway Bill

Issues contact enterprisesupport@ups.com

\*Billable Wgt. = greater of Dim. Wgt. vs Act. Wgt. [Dim. Wgt. = Volume (cubic in.) / 300]

| DIMENSIONS/<br>WEIGHT  | ORIGIN<br>COUNTRY | NOMINATED<br>CARRIER       |  |  |  |  |  |
|--|-------------------|----------------------------|--|--|--|--|--|
| Pkg. Length (longest side) does not > 108 in / 274 cm.     Pkg. Length + Girth (2xW) + (2xH) does not > 157 in / 399 cm.     Pkg. Billable Wgt.* = or < than 50 kilos / 109 lbs. | Canada<br>Mexico  | See Domestic Routing Guide |  |  |  |  |  |
| Reference Purchase Order Number in the Reference Field of the Bill of Lading   |                   |                            |  |  |  |  |  |

| DIMENSIONS/<br>WEIGHT  | ORIGIN<br>COUNTRY                     | BOOKING<br>AGENT | FREIGHT<br>TERMS | ACCOUNT<br>NUMBER |  |  |  |
|--|---------------------------------------|------------------|------------------|-------------------|--|--|--|
| 1. Pkg. Length (longest side) is > 108 in / 274 cm. 2. Pkg. Length + Girth (2xW) + (2xH) is > 157 in / 399 cm. 3. Pkg. Billable Wgt.* > than 50 kilos / 109 lbs. | All Origins<br>(except Canada/Mexico) | CH Robinson      | Collect          | Not Required      |  |  |  |
| BOOKING AGENT ORIGIN CONTACT INFORMATION   |                                       |                  |                  |                   |  |  |  |
| See CH Robinson Origin Contact List  |                                       |                  |                  |                   |  |  |  |
| CUSTOMS DOCUMENTS & EXPRESS RELEASE/SEAWAY BILL SUBMITTED TO ORIGIN COUNTRY DOCUMENTS  |                                       |                  |                  |                   |  |  |  |
| EXPRESS RELEASE/SEAWAY BILL  |                                       |                  |                  |                   |  |  |  |

TO CH ROBINSON ORIGIN OFFICE BOOKING AGENT

All Origins

# <u>Additional Notes</u>

- Please DO NOT mark waybills to have the receiver pay import fees. This will result in delays and possibly the return of item(s) to the shipper.
- When shipping multiple packages out at once, please send under SEPARATE tracking numbers to avoid extra fees. UPS may lump them together into ONE shipment, causing weights or dims to go over max. Please work with UPS up front to ship each package separately in order to avoid unnecessary fees.
- When shipping UPS, please make sure to use the appropriate UPS account number. If you are unsure as to what account number to use, please contact your Merchant or Sourcing Specialist and they will provide that to you.
- Please be sure the UPS account number(s) are keyed in properly. Inputting incorrect account numbers can cause delays in shipment and could incur additional costs. Example: Inverting two numbers will create an incorrect account number so please double check your entries.
- ALWAYS refer to the International Routing Guide.
   <a href="http://www.ccsginc.com/">http://www.ccsginc.com/</a> private/FG/InternationalRoutingGuideFG.pdf
- Should there be any questions or concerns regarding a sample shipment, please always reach out to your Merchant or Sourcing Specialist.