REI’s Domestic Shipping & Receiving Guide is the central source of information to assist with guiding you in preparing, packaging and shipping an order to an REI destined location. Material may change at any time; significant changes will be announced by E-mail to your organization’s main contacts.
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**General Information**

Vendor Partners are responsible for labeling, packaging and shipping the correct merchandise within the designated PO ship window to the correct location according to REI’s requirements.

Failure to comply may result in non-compliance fees being assessed. More information about non-compliance fees can be found [here](#).

Your main contacts concerning Shipping & Receiving issues are:

- **Sumner DC Receiving Department:**
  - Email (preferred): dcsumnerscheduling@rei.com
  - Phone: (253) 891-2568

- **Bedford DC Receiving and Variance Departments**
  - Email (preferred): bedfordinboundfreightcoordinator@rei.com
  - Phone: (814) 624-4514
  - Phone (Variance Dept.): (814) 624-4523 or 4512

- **Goodyear DC Receiving and Variance Departments**
  - Email (preferred): DCGoodyearInboundFreightCoordinator@rei.com
  - Phone: (623) 536-3879 (Please leave voicemail)

- **Domestic Logistics:**
  - Email: Domestic Logistics

- **International Logistics:**
  - Email: International Logistics

- **Vendor Operations:**
  - Email: Vendor Operations

- **C.H. Robinson:**
  - Email: REIoperations@chrobinson.com

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**Delivery Appointments**

All deliveries require a delivery appointment and require at least 24 hours advance notice. All Freight Collect shipments, REI’s preferred carrier will contact the DC. For Freight Prepaid shipments, please inform your carrier of this requirement.
**Sumner Distribution Center**

Delivery Hours:  M-F, 6:00 a.m.-6:00 p.m. PST

Delivery Appointments Email: dcsumnerscheduling@rei.com

For directions or other delivery questions call: 253-891-2568

LTL Appointment cut-off time for Sumner is 1 p.m. PST.

Live unload is available between 6:00 a.m. and 12:00 p.m.

**Bedford Distribution Center**

Delivery Hours:  7:00 a.m. to 7:00 p.m. by appointment only

Delivery Appointments:  (814) 624-4514

Delivery Appointments Email: Bedfordinboundfreightcoordinator@rei.com

LTL Appointment cut-off time for Bedford is 2 p.m. EST.

Live unload is available between 7:00 a.m. and 7:00 p.m. and are by appointment only. Live appointments in Bedford require a 48 hour advance notice.

**Goodyear Distribution Center**

Delivery Hours: M-F, 6:00 a.m. to 6:00 p.m. PST by appointment only

Delivery Appointments: (623) 536-3879 (Please leave voicemail)

Delivery Appointments Email: dngoodyearinboundfreightcoordinator@rei.com

LTL Appointment cut-off time for Goodyear is 6 p.m. PST.

Live unload is available between 7:00 a.m. and 6:00 p.m. PST and are by appointment only. Live appointments in Goodyear require a 48 hour advance notice.
Third Party Warehouse
If you have been told to ship to an alternative location, please email: traffic@rei.com for instructions.

Bill of Lading
Incorrect Bill to Terms Selected
- Vendors are expected to select the correct Bill To Party on the BOL
- When Freight terms are Collect the billing address should be left blank
- The full cost of freight will be charged back to the vendor for failure to comply with these requirements.

All REI PO Numbers Required in the BOL Reference Field
- Vendors are expected to include all POs in the reference field of the BOL

CH Robinson Load ID Included on BOL
- Vendors must include the CH Robinson Load Number on the BOL

Total Shipment Elements Required on BOL
- Vendors are expected to provide accurate and complete information on the Bill of Lading.
- All BOLs must include all of the following information:
  - All POs shipped
  - Total Shipment Number of Cartons
  - Total Shipment Number of Pallets
  - Total Shipment Weight

Purchase Order Numbers
Each bill of lading must reference all REI purchase order numbers.

Delivery Appointments
Due to scheduling requirements, carriers must make a delivery appointment with the DC or Retail receiving location. Print the following statement on the Bill of Lading: “Please contact consignee for delivery appointment”.
Bill to Field
For Freight Collect shipments, the bill-to field on the bill of lading should be left blank.

Description of Goods
In addition to the usual written description of the merchandise, please include on your Bill of Lading the NMFC item number and the freight class. If you are in doubt about the exact information, call the carrier and they can assist you.

Carton Count
Clearly document the carton count on the bill of lading (e.g. 50 cartons or 4 pallets @ 100 cartons, etc.). REI requires the carton count to confirm delivery and verify load integrity. REI will not accept a vendor’s claim of loss in transit if carton count is not documented on the bill of lading.

Released Values
Do not ship any goods under released values without prior permission from Domestic Logistics.

Special Instructions
If your shipment requires special processing or handling, be sure to note them on your bill of lading as well as on the cartons (e.g. “Do Not Freeze” or “Do Not Top Load”).

Seals
For truckload shipments the seal number must be noted on the BOL.

Product Packaging and Marking
All products must be packaged to prevent damage or loss to the individual sales unit or be packaged in the final unit for resale. The individual product package must have the following markings:

- **Vendor Style Number**
- **Description/Name Label:** A comprehensive description of your product on its packaging is key to efficient and effective identification and handling of your products. This identifying information is critical for REI employees and customers.
- **Legal Declaration:** Such as contents, ingredients, fabric content, country of origin, guarantees, warranties, ordinances or covenants.
- **Ticketing:** For more information regarding specific REI departments and their UPC/ticketing requirements, or requirements for labels, please reference the “Pre-Ticketing Guide for Vendors” located on the REI Partners site here. You can also contact the
Merchandising Operations Department via email at event@rei.com, or the Vendor Operations team at vendor@rei.com.

- **Bagging:** There is no need to individually poly-bag items, unless they are white. Items should be neatly folded and properly tagged.
- **Hangers:** Product should **not** be sent to REI on hangers.
- **Outer Strapping:** Straps should not be used on the outside of REI cartons as they can pose a safety hazard to REI staff. If you are concerned with carton integrity, please refer to the section below on carton requirements.

### Mixed SKU Carton Requirements

**Distribution Centers**

Our Distribution Center is highly automated; extensive conveyor systems are used throughout. Your product must conform to the following requirements.

**There are no longer any mixed SKU cartons allowed per shipment into REI Distribution Centers. Shipments should contain single SKU cartons and can utilize the re-pack option below.**

**One REI SKU (Stock Keeping Unit) Per Carton.** A single SKU carton is defined as one size/color variant per carton. *Some exceptions are noted below.*

A carton must only contain one SKU/uniform product (e.g., men’s, black, small). Clothing and footwear should be packed by color, style, size, gender, etc.

*Exceptions apply for the following product categories: Books, Maps and Shoes. While we prefer these items shipped in single SKU cartons, they can be shipped in mixed SKU cartons or following the re-pack option below.*

Questions? Your contacts: **Vendor Operations.**

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**Acceptable Re-Pack SKU Packing for REI Distribution Centers:**
1. Bag or box products by SKU
2. Create GS1-128 (UCC-128) labels for each bag/box as if you were going to ship each box/bag separately
   a. Examples below:

3. Place multiple bags/boxes with GS1-128 (UCC-128) labels in a larger carton.
4. Place shipping label, with PO number, on outside carton with no GS1-128 (UCC-128) label.
   a. UPS shipments need to have the PO in reference fields 1 or 2
5. Label carton as REPACKED or MIXED
6. Additional GS1-128 (UCC-128) label details can be found here.
Note: No GS1-128 (UCC-128) label is on the outside carton. Receiver will open carton and receive the shipment using the GS1-128 (UCC-128) labels inside the carton.

Outside carton must have the PO number.

**Retail Locations**
- One SKU per carton for shipments exceeding 10 cartons.
- If the entire order can be shipped in ten cartons or less, then it is allowable to mix SKUs within the cartons.
- Separate the product within the shipping carton.
- Mark the carton as “MIXED CARTON.”

Questions? Your contact is Vendor Operations.

**Carton Packing Requirements**
A carton must only contain product from one REI purchase order for DC and/or Retail locations. **Do not pack multiple purchase orders within the same case/carton.**

**Carton Size and Weight:**
To guarantee maximum efficiency within our warehouse conveyor system cartons must fall within the following parameters:

<table>
<thead>
<tr>
<th></th>
<th>Length</th>
<th>Width</th>
<th>Height</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>12 in.</td>
<td>10 in.</td>
<td>3.75 in.</td>
<td>5 lbs.</td>
</tr>
<tr>
<td>Maximum</td>
<td>37 in.</td>
<td>23 in.</td>
<td>24 in.</td>
<td>50 lbs.</td>
</tr>
</tbody>
</table>
Please note: Minimum carton sizes and weights do not apply when REI’s order quantity of a single sku does not meet the minimum requirements. (Example: a total PO quantity of two shirts may be packaged in a box smaller than our minimum required box.)

Carton Quality/Consistency
Use only 200 pound burst or 32 edge crush test cartons. Good, high quality cartons prevent loss or damage and subsequent expensive claims.

Packing Materials
REI aims to minimize the environmental footprint of packaging while ensuring the packaging is effective in serving its purpose. Vendors are encouraged to use best practices on sustainable material selection, please see the REI Sustainable Packaging Guidelines for guidance. A few highlights:

Corrugated Transit Packaging:
- Use either FSC®-certified cardboard, certified Post Consumer Waste cardboard or a combination of both.

Plastics:
- Maximize use of post-consumer recycled and recyclable content
- Use LDPE #4 clear resin wherever possible
- Label plastic with resin code and % of recycled content (if applicable)

Vendors are required to use only unprinted paper packing material or air pillows. DO NOT use Styrofoam, plastics (see above), popcorn, shredded paper or printed newspaper as product packing.

Questions? Your contacts: Sumner Receiving, Bedford Receiving or Goodyear Receiving. For questions regarding sustainable packaging, please email: BetterPackaging@rei.com

Case Pack
Ship in standard case pack quantities. (e.g. 10’s, 20’s, dozens or by the gross).

Packing Lists
A detailed packing list should accompany each shipment. This step is critical to the timely processing of your merchandise and invoice payment. The packing list must be attached to the lead carton (1 of x). Shipments arriving without a packing list or ASN will not be processed.
Packing lists must include at least the following information:

- Vendor Name
- Ship From Location
- REI Purchase Order Number
- Total Number of Cartons
- Unit Quantity Shipped for Each SKU, Listed by SKU
- REI SKU number
- Item Description (color, size, etc.)
- Vendor Part number

The following information is recommended, but not required, on the packing list:

- Vendor’s Payment Reference Number (i.e. invoice number, packing list number, etc.)
- Ship Date

**Carton Labeling Requirements**

Vendors are required to place a GS1-128 (UCC-128) label on the outside of each carton. Detailed specs on what should be included on the label can be found [here](#). If each carton is not labeled, it will be done upon receipt and a non-compliance fee will be assessed. More information about non-compliance fees can be found [here](#). The label must be placed on each carton as follows:

Labels must be placed on the lower right hand corner of the side defined as “W” below. The bottom and right edge of the label should be placed within one inch of the bottom and right edge of the carton. (See Figure A).

- L - (Length) – horizontal measurement of the longest side of the carton.
- W - (Width) – horizontal measurement of the side adjacent to the longest side and sharing a vertical edge, regardless of where the carton flaps are.
- H - (Height) – measurement of the vertical edge between length and width.

Figure A
Cartons should be palletized so that all GS1-128 (UCC-128) labels face out to allow for receiving (See Figure B).

Figure B

- REI GS1-128 (UCC-128) Label for use with EDI 856 – Advance Ship Notice
Carton Labeling Requirements for Non-EDI POs

Vendors may receive out-of-system POs from REI – these orders are not sent via EDI. Please note that your orders are assumed to be sent via EDI unless specifically told otherwise. While these shipments are not subject to our EDI requirements, they still need to be properly labeled/marked for receiving.

Boxes should be clearly marked with the REI PO number, REI SKU number (or the item description if no SKU number is available), case pack quantity, box number (ex. 1 of 10) and the origin of where the items were made. Please note – these details can be printed on an adhesive label and attached to the carton or printed directly onto the carton.

See diagram below as an example:
Additionally, a packing list is required to be included inside of the lead carton (carton 1 of x).

**Advance Ship Notice**

REI requires Advance Ship Notification transactions (ASN - EDI transaction 856) to be sent within the PO ship window, and proper GS1-128 (UCC-128) labels on all cartons for each EDI purchase order. ASNs should not be sent at the pallet level.

More information regarding REI’s EDI policies can found in the EDI section of the Vendor Guide. Questions? Your contact is Vendor Operations.

**Receiving Discrepancies & Mis-Ships**

Merchandise shipped that is not in accordance with the items or the location designated on the REI purchase order will have a non-compliance fee assessed. REI will notify the vendor of the discrepancy and expect a Return Authorization within 48 hours. If no RA is given, the PO# will be used as the RA#. Vendors may be charged a non-compliance fee. More information about non-compliance fees can be found here.

**Hazardous Materials (Hazmat)**

Vendors who sell hazardous materials must comply with all federal hazmat regulations specified by the U.S. Department of Transportation (DOT). Vendors, and the companies that ship on their behalf, are legally and solely responsible for identifying, packaging, marking, labeling, and documenting each hazardous material shipment.

Examples of hazardous materials include (but not limited to): lithium batteries, bug spray, aerosol products, matches, and fuel.

All vendors who sell hazardous material must email a Safety Data Sheet (formerly called MSDS) to their REI buying team prior to shipping and complete the necessary hazmat columns on the article create form.

**DO NOT COVER UP HAZARDOUS MARKINGS OR LABELS.**

Non-compliance charges may be assessed if REI receives hazardous material that doesn’t follow proper DOT hazardous material shipping requirements, or meet the additional REI hazardous materials shipping requirements for the following shipments of the hazardous materials listed below. Please note the REI hazardous materials requirements for shipments below may be stricter than DOT shipping requirements.
• All outer cases containing liquid hazardous materials, including all aerosols, must have at least two “UP Arrows” labels on opposing sides of each case shipped to REI.

• All outer cases containing safety matches and first aid/ medical kits or survival kits containing safety matches, must have at least one “Matches, Safety, UN1944” label on each case shipped to REI.

• All outer cases containing CO2 cartridges or any products that contain CO2 cartridges, must have at least one ORM-D or one Limited Quantity label on each case shipped to REI.

• Small quantities exceptions will need the following label on the outside of shipping carton:

   THIS PACKAGE CONFORMS
   TO 49 CFR 173.4
   FOR DOMESTIC HIGHWAY
   OR RAIL TRANSPORT ONLY

• Water purification tablets will need the following label on the outside of shipping carton:

   THIS PACKAGE
   CONFORMS TO
   49 CFR – 173.13

• Flammable and Combustible Class III liquids (using the 49 CFR 173.150 exception) will need the following label on the outside of shipping carton:

   LTD/QTY or ORMD label

• All outer cases containing loose lithium batteries (batteries not pre-installed inside the actual product) must have the lithium warning label on each outer case regardless of the quantity per case.

• All outer cases containing lithium batteries that are pre-installed inside products must have the lithium warning label on each outer case regardless of the quantity per case. Please see example labels below.

More information about non-compliance fees can be found here.

REI cannot be held responsible for providing education on the U.S Department of Transportation (DOT) requirements. You can find more information about hazmat regulations on the U.S Department of Transportation (DOT) website located here:

[http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title49/49cfrv2_02.tpl](http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title49/49cfrv2_02.tpl)
Here are examples of compliant lithium warning labels and scenarios for use:

**Compliant for Air and Ground Ships:**

![Lithium Ion Battery Warning Label](image1)

![Lithium Metal Battery Warning Label](image2)

**Compliant for Ground Ships Only:**

![Lithium Battery Warning Label](image3)

**Bike Pre-Assembly Expectations**

All bicycles delivered to REI must arrive assembled as required by the Central Bike Assembly (CBA) policy or a non-compliance charge may be assessed.

REI invests heavily in our bicycle assembly teams to ensure each bicycle sold meets our customer’s high expectations. That said, aligning on expectations across all of our bicycle suppliers on what state of assembly completion a bike arrives at our CBA’s should increase the speed in which a bike moves through our final assembly process allowing for quicker transfer to retail stores, and reduced costs to REI.

Vendors are responsible for ensuring the following bike pre-assembly actions as noted in the Bike Pre-Assembly Table below.

**Vendor Bike Pre-Assembly Table:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Front</th>
<th>Rear</th>
<th>Vendor responsible for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspect/Preassembly</td>
<td></td>
<td></td>
<td>Ship all parts of the bicycle contained in 1 box either mounted on the bicycle or placed in a parts box inside the main bicycle box.</td>
</tr>
</tbody>
</table>
## Inspect/Preassembly

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pedals and wheels supplied in the shipping box with all reflectors affixed in a fashion that requires no additional work to satisfy safety requirements and sell to end user.</td>
<td></td>
</tr>
</tbody>
</table>

## Saddle/Seat post

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seat post collar installed on bicycle main frame.</td>
<td></td>
</tr>
</tbody>
</table>

## Saddle/Seat post

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install lubricated seat post binder bolt in seat post collar.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front fork installed in frame with all headset components installed and properly tightened.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stem affixed on steerer tube of fork.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
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<td>Seat post collar installed on bicycle main frame.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stem affixed on steerer tube of fork.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stem adjusted to most vertical position on adjustable stems.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handlebar affixed to stem in a position that would satisfy reasonable riding expectations.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All stem and handlebar fastening bolts tightened to specification.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brake/shift levers installed on handlebar at an appropriate and reasonable riding position.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brake/shift levers fastened to handlebar to specified torque.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All brake adjuster barrel threads lubed.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All shift adjuster barrel threads lubed.</td>
<td></td>
</tr>
</tbody>
</table>

## Steering System

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All barrel adjusters set to minimum 2/3 insertion and less than full insertion.</td>
<td></td>
</tr>
</tbody>
</table>

## Suspension

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All air suspension components inflated to a pressure that would satisfy reasonable riding expectations.</td>
<td></td>
</tr>
</tbody>
</table>

## Crankset/Bottom Bracket

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>When box size allows installation, pedal threads greased and pedals installed.</td>
<td></td>
</tr>
</tbody>
</table>

## Brakes conv/disc

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor to install and torque to specification front and rear brake calipers.</td>
<td></td>
</tr>
<tr>
<td>Component</td>
<td>Left</td>
</tr>
<tr>
<td>------------</td>
<td>------</td>
</tr>
<tr>
<td>Brakes conv/disc</td>
<td>f</td>
</tr>
<tr>
<td>Brakes disc</td>
<td></td>
</tr>
<tr>
<td>Brakes disc</td>
<td></td>
</tr>
<tr>
<td>Brakes disc</td>
<td>f</td>
</tr>
<tr>
<td>Wheels</td>
<td></td>
</tr>
<tr>
<td>Wheels</td>
<td></td>
</tr>
<tr>
<td>Wheels</td>
<td>f</td>
</tr>
<tr>
<td>Wheels</td>
<td>f</td>
</tr>
<tr>
<td>Wheels</td>
<td>f</td>
</tr>
<tr>
<td>Wheels</td>
<td>f</td>
</tr>
<tr>
<td>Chain</td>
<td></td>
</tr>
<tr>
<td>Derailleurs</td>
<td></td>
</tr>
<tr>
<td>Derailleurs</td>
<td></td>
</tr>
<tr>
<td>Derailleurs</td>
<td>f</td>
</tr>
<tr>
<td>Derailleurs</td>
<td>f</td>
</tr>
<tr>
<td>Derailleurs</td>
<td>f</td>
</tr>
<tr>
<td>Final Assembly</td>
<td>f</td>
</tr>
<tr>
<td>----------------</td>
<td>---</td>
</tr>
<tr>
<td>Final Assembly</td>
<td>f</td>
</tr>
</tbody>
</table>
Domestic Shipping & Receiving Guide

Domestic Transportation Overview

**Freight Terms**
REI POs have either Freight Prepaid or Freight Collect terms. This is negotiated between the REI buyer and the vendor at the time of vendor set-up or subsequent negotiations. REI prefers Freight Collect payment terms.

**Freight Prepaid Terms**
The vendor is responsible for freight payment and must use their carrier to transport all product to REI. Please ensure your carrier follows the requirements in the Delivery Appointments section [here](#).

**Freight Collect**
REI is responsible for freight payment and the vendor must use REI’s carrier.

**REI Collect Shipment Processes**
REI has two shipment processes for collect vendors. Click [here](#) for more information on routing requirements.

**Parcel**
This is for shipments weighing less than 251 pounds **AND** with a volume less than 24 cubic feet. Click [here](#) for more information on when to use parcel to ship to REI. Click [here](#) for instructions on how to ship through UPS Freight Collect.

**LTL and FTL Use REI’s TMS Provider (C.H. Robinson)**
This is for shipments greater than 250 lbs. **Or** greater than 24 cubic feet.

**REI Shipment Destinations**
REI has several types of shipment destinations with different requirements for each.

**Distribution Centers**
Sumner, WA  
Bedford, PA  
Goodyear, AZ

**Retail Stores**
Please see [here](#) for a list of REI Store locations

**Third Party Warehouses**
Excel – Jersey City, NJ (reserved for shipments to REI’s Soho store)
Domestic Transportation Management System and Consolidation

CH Robinson

REI has selected CH Robinson as our TMS provider to route all Freight Collect shipments greater than 250 pounds OR greater than 24 cubic feet destined to REI’s DCs and 3PL locations.

CH Robinson’s Transportation Management System (TMS) provides visibility to our freight in transit and cost savings through consolidation.

Account Set-up

To set up your account to book with CH Robinson, please contact CH Robinson at: REIoperations@chrobinson.com or call (800) 428-5377 ext. 1433

You should contact CH Robinson two weeks in advance of your first shipment to allow sufficient time for set-up and training. CH Robinson will provide training and reference materials that will assist you with booking.

TMS On-Time Booking Requirements

Processing Time vs. Ship Window

Rei creates
Purchase order

PO delivered to vendor

Booking deadline

1 Day
EDI

Vendor Processing Window

3 Day
Ship Window

Transit to REI DC

This is the vendor’s time to Pick, Pack and Book the shipment in Navishpere.

Carrier will pick up shipment during this window.

It is REI’s goal to provide our vendors with adequate time during the Vendor Processing Window (see graphic above). The 3 Day Ship Window now belongs to REI and CH Robinson for REI DC appointment processing, carrier routing and pickup of the shipment.

Please note: REI will use the entire ship window to consolidate.
If you consistently find that you do not have enough time to process your orders before the ship window starts, please contact the Vendor Operations Team at: vendor@rei.com. If you need a one-time adjustment to your processing time, due to an unusually large order, use the PO Change Request Form (here) to adjust the dates on the specific order.

TMS On-Time Booking Requirements (continued)

Booking Process:

- Vendors must book before the first day of the ship window and at least 2 business days prior to requested pick up date
  - All day and dates are in business days and times refer to the local time of shipment origin
- CHR will respond to vendors by the next business day after booking with a pickup appointment and carrier assignment
- The pickup will occur within the ship window
- Changes to the booking after the deadline must be submitted to and approved by CH Robinson at REIoperations@chrobinson.com
  - Unauthorized changes to the booking will be considered late.
  - This does not replace the current PO revision approval process. This is for shipment planning only
- Vendors that require pickup appointments, lead-time or other special requests must allow for this prior to the booking deadline
  - Special requests that do not allow for the additional time required will be considered late

Exception: Extended Ship Windows/Revised PO-Booking Process
If your ship window has been extended, the last 3 days of the Extended Ship Window belongs to REI and CH Robinson for REI DC appointment processing, carrier routing and pickup of the shipment.

Please note: REI will use the last 3 days of the Extended Ship Window to consolidate.

Your booking should be accurate and complete in Navisphere 4 days prior to the New Validity End Date/Cancel Date.

You must ensure that you have time to pick, pack and book your shipment in Navisphere prior to the last 3 days of the Extended Ship Window. When discussing this with your buyer, you must allow for vendor and REI carrier processing times to accurately set the expectations with them.

**TMS Booking Accuracy Requirements**

**Inaccurate / Incomplete Booking:**

- All POs in the shipment must be included in the booking
- The booking must match the correct Bill of Lading
- All bookings must include all POs to be shipped with the following correct information at the PO level:
  - Number of Units
  - Number of Cartons
  - Number of Pallets
  - If freight is floor loaded you must include linear feet instead of Pallets and you must include comments in the notes section that the shipment is “floor loaded”
  - Weight

**LTL and TL Shipments**

**Incorrect Carrier/ Incorrect Mode Selection**

- Vendors are expected to use Partners2.rei.com to access the most recent version of the Routing Guide which is found here (current document). The full cost of freight will be charged back to the vendor for failure to comply with this requirement.

**Incorrect Destination**

- Vendors are expected to ship to the correct destination indicated on the purchase order. This may include shipments to a 3PL partner. Purchase
orders shipped to the wrong location will have a non-compliance fee assessed.

Late Shipment/Truck Not Used/Freight Not Ready

- Vendors are expected to have freight ready on the date and time indicated in the booking. The full cost of freight will be charged back to the vendor for failure to comply with this requirement.

Pallets

- REI requires that our vendors palletize all LTL and TL shipments
- All Pallets must be between 72 and 84 inches high
  - Standard Pallet: 40x48 inches
  - One pallet per shipment will be exempted from this requirement
- Vendors with extremely heavy or awkward product may request an exception to this requirement by contacting traffic@rei.com

Seals

All truckload shipments to REI require a seal and seal number that must be noted on the BOL. In addition to recording the seal number on the BOL, please ensure that your warehouse loading procedures include your staff physically sealing the trailers and not handing the seals to the driver for them to secure.

**Other Domestic Shipment Considerations**

Collect Shipments to REI Alaska Store Locations:

- Shipments 100 pounds and under: Ship via UPS Consignee Billing
- Shipments over 100 pounds: Ship via the instructions provided in the Domestic Routing Guide.

Collect Shipments from Canada, Alaska and Hawaii:

Contact Domestic Logistics at 253-437-2792 or email for routing instructions.

Bill of Lading Consolidation

- Please consolidate shipments destined to the same REI location on the same day/date on one bill of lading.
- Shipments going to different REI locations cannot be combined on one bill of lading.
• POs with overlapping ship windows should be routed so they can travel in the same shipment.

**Air Freight Shipments**

Air freight *must* be prepaid or pre-approved by the REI Inventory Analyst that placed the order and the Domestic Logistics team. If collect air freight has been authorized by the Inventory Analyst contact [Domestic Logistics](#) for routing instructions. Violations of this policy may result in the vendor being held financially accountable.

**C.O.D. (Cash on Delivery) Shipments Prohibited**

C.O.D. shipments (whether for freight or for merchandise) will *not* be accepted.