



## Routing Instructions for FedEx SmartPost® Shipments Direct to Consumer

### Important Information for Bed Bath & Beyond Vendors Shipping via FedEx SmartPost®

November 2017

#### Dear Valued Supplier:

Bed Bath & Beyond uses FedEx® for small packages shipping direct to consumer. We have requested that FedEx reach out to our suppliers who ship direct to consumer and deliver the following message and attached job aid.

#### **Billing Instructions:**

When directed by BB&B packages shipped using FedEx SmartPost®, must use the **THIRD PARTY** billing option to our Bed Bath & Beyond account number **195374104**.

#### **FedEx SmartPost Setup**

If your location is already setup to ship FedEx SmartPost packages, then most likely the only change you will need to make is to your automation system. You will need to work with your FedEx Sales Professional to gain automation assistance. Refer to automation platforms and versions below:

#### **Automation**

FedEx SmartPost Third Party Billing option is available on these automation platforms:

- [fedex.com](http://fedex.com)
- [FedEx Ship Manager \(FSM\) Software](#) version 3100 and above
- [FedEx Web Services](#) version 3200 and above
- [FedEx Ship Manager Server \(FSMS\)](#) version 16 and above
- [FedEx Compatible](#) provider system

If your location is not setup to ship FedEx SmartPost, you will need to work with your FedEx Sales Professional to ensure a signed FedEx SmartPost agreement is completed in order to enable your account for the FedEx SmartPost. Once you have signed the agreement, your FedEx Sales Professional will work with you to assist with your automation setup (refer to above automation platforms) and work with FedEx SmartPost Onboarding team to enable your account to ship FedEx SmartPost.

Bed Bath & Beyond has made arrangements for your FedEx Sales Professional to contact you to review these instructions and assist you with this SmartPost setup.

For any additional information on shipping SmartPost please see the FedEx SmartPost shipping guide <http://www.fedex.com/us/smartpostguide/quide.html>

**Reference Information REQUIRED:** Enter the **Bed Bath & Beyond Purchase Order** in the “**your reference**” field or reference field 1 and the “**Bed Bath & Beyond Order Number**” in the “**P.O. number**” field or reference field 2.

## **Carton Labeling**

All vendor labeling on the shipping carton must be specific to the sales division for that order (BB&B or buybuy BABY). The ship from address on the shipping label should read as follows depending on the sales division sent in the PO (Purchase Order). Also, you must include your Company Name with the Bed Bath & Beyond or Buybuy Baby Company Name.

Bed Bath & Beyond-[ <i>enter Vendor Company Name</i> ] 1001 W. Middlesex Avenue Port Reading, NJ 07064	OR	Buybuy Baby-[ <i>enter Vendor Company Name</i> ] 10001 W. Middlesex Avenue Port Reading, NJ 07064
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Note: If the shipping software requires a phone number in the “ship from” field of the shipping label, use the following:

- Bed Bath & Beyond – 1.800.462.3966
- buybuy BABY – 1.877.328.9222

## **Account Confidentiality**

Our FedEx account numbers are confidential and should only be communicated for the limited purpose of preparing FedEx shipments under these Routing Instructions. **DO NOT** post this information online or make it generally available beyond what is required for your company to follow the instructions. You will be held responsible for charges arising from the misuse of this account number.

## **Program Adherence**

These instructions supersede all previous shipping instructions. Under this arrangement, shipping charges will be invoiced directly to Bed Bath & Beyond. The additional fees associated with your FedEx packages (including weekly pickup fees, where applicable) will be invoiced to you. This account cannot be used for anything other than BB&B e-commerce direct to consumer shipments.

Unless otherwise stipulated under a separate supply agreement, adherence to these program requirements is required. Prepaid and added freight costs for shipments that fall outside these guidelines will **NOT** be paid by Bed Bath & Beyond, and will be the responsibility of the shipper.

Please ensure this letter reaches the Shipping Department for each of your facilities immediately, and they are aware of the request.

## **Shipping Questions/Concerns**

These instructions will be a guide to ensure your shipments comply with Bed Bath & Beyond transportation requirements.

For non-specific Bed Bath & Beyond questions, you may contact FedEx Customer Service at 1.800.GoFedEx (1.800.463.3339) for 24 hour shipping assistance. Shipping information is also available at **fedex.com**.

## **BED BATH & BEYOND Questions/Concerns**

If you have questions specific to this change please contact [corporatelogistics@bedbath.com](mailto:corporatelogistics@bedbath.com).

We value you as a supplier and trust this process will enhance our working relationship. Thank you for your cooperation and support.

Sincerely,  
Bed Bath & Beyond  
Corporate Logistics Team

# Overview of Customer Support Options

## Useful Resources for Customers Using FedEx

<p><b>FedEx U.S. Customer Service</b> Pickup scheduling, tracking, drop-off locations, rates, supplies, new account setup, package returns, package charges, general information.</p>	<p>1.800.GoFedEx or 1.800.463.3339 <a href="http://www.fedex.com">www.fedex.com</a></p>
<p><b>FedEx SmartPost Support</b> For SmartPost service specific questions</p>	<p>Email <a href="mailto:spcustomersupport@fedex.com">spcustomersupport@fedex.com</a> or Call 1.800.GoFedEx(800.463.3339) and say 'SmartPost' or press '7'</p>
<p><b>FedEx Customer Technical Support</b> Assistance with FedEx® shipping solutions, including FedEx Ship Manager® at fedex.com, FedEx Ship Manager® hardware or software and FedEx Ship Manager® Enterprise.</p>	<p>1.877.339.2774 Select option “2” for FedEx Ship Manager® Hardware or Software</p>