Red Hat
Global Logistics
and Fulfillment Team

Supplier Shipping Guidelines on a Dedicated Red Hat Account

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May 2021

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This document provides guidelines for approved vendors using a dedicated Red Hat shipping account. Any 3rd party and/or outsourced supplier must also be provided a copy of these guidelines. **Do not** provide any Red Hat shipping accounts to an unapproved 3rd party. Please reach out to AMERICASlogistics@redhat.com with any questions or concerns.

❖ Shipping Guidelines for all Parcels

1. Standard Services:

   a. Domestic - **FedEx Ground/Home Delivery.** Do not use Home Delivery when shipping to a Red Hat Office – only use this when shipping to a residential address.
      i. High value electronics or hardware may be shipped via **2 or 3 day Express**.

   b. International - **FedEx International Economy.** Do not use International Ground when shipping to or from Canada. See below section of document "Expedited Shipping Guidelines" for situations where expedited services may be required. Vendors are responsible for following all legal and regulatory requirements.

2. Provide the correct ***Company*** and ***Contact name*** in the "Ship-from Address" section.

3. Enter the 3 digit numerical Red Hat cost center of the associate placing the order into the **'Reference Field 1**' in the "billing details". Example: 901

4. **Do not** use a Declared Value (i.e. insured value) for any shipment.

5. **Direct Signature Required (DSR)** must be selected as a special service on residential shipments over $500 in value.

6. Saturday delivery is not permitted for any shipment unless approved by Red Hat Logistics.

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7. **Do not**, under any circumstances, use a Red Hat UPS account number for a shipment without receiving prior permission from Red Hat Logistics.

8. Shipments of Dangerous Goods are **PROHIBITED**

9. All shipments containing **Lithium Ion Batteries** that are not encased in equipment and not considered Class 9 cannot ship internationally and can only be transported domestically by FedEx GROUND services with proper labeling.

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❖ Expedited Shipping Guidelines for Parcels

1. FedEx First Overnight and FedEx International First are prohibited services. Any use of these services, the vendor will be responsible for reimbursement.

2. If expedited shipping is required the vendor must email AMERICASlogistics@redhat.com requesting approval and provide the following:
   a. Number of packages
   b. Dimensions of each package
   c. Weight of each package
   d. Required in-hands date
   e. Ship from and ship to zip codes
   f. Date shipping will take place
   g. Customer's business critical reasoning for expediting shipment

*Please provide all expedited requests prior to 2pm ET. Upon receipt of the request the Red Hat Logistics and Fulfillment Team will provide further instructions as soon as possible.

**If expedited services are used without prior approval from the Red Hat Global Logistics and Fulfillment Team the vendor will be responsible for reimbursement.

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❖ <u>International Shipping Guidelines for Parcels</u>

1. Shipping of used hardware is prohibited to many countries. Please contact the Red Hat Global Logistics and Fulfillment Team prior to shipping ANY hardware.

2. Vendors are responsible for all legal and regulatory requirements when shipping Red Hat materials. This includes verifying contents, unit values, packaging, proper documentation, etc.

3. The Red Hat Global Logistics and Fulfillment Team **must** be notified prior to shipping encrypted hardware.

4. **Do not** use International Ground when shipping to or from Canada.

5. A thorough commodity description must be stated on the commercial invoice, including: name, model number, and material/composition. Shippers must also provide an accurate HTS code.

6. Ensure shipment documentation is readily available in the event FedEx or the Red Hat Global Logistics and Fulfillment Team requests it for customs clearance, including:

   a. Proof of value and country of origin for each commodity (ex. order confirmation, purchase order, invoice, etc)
      i. Items produced for Red Hat must be labeled with country of origin, and tagged with additional information such as textile blend and composition in accordance with FTC standards. Vendors must have a system in place to validate that provided information is accurate. This does not apply to items exempt from FTC labeling standards.

   b. Photos of the merchandise

7. Duty/tax should be billed 3rd party to the same account as transportation (i.e. your Red Hat assigned account) and marked as **Delivered Duty Paid (DDP).**

8. **Do not** list "Red Hat" as the company name if shipping to a residential address.

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❖ Freight Shipping Guidelines

1. **Do not** use your dedicated Red Hat account for FedEx Freight (LTL) shipments.

2. For shipments weighing more than 150 lbs. contact AMERICASlogistics@redhat.com and provide the following. The Red Hat Global Logistics and Fulfillment Team will evaluate if LTL or a dedicated service is necessary, and if so, will provide the paperwork for carrier pickup.

   a. Pickup and delivery address, including dock hours
   b. Pickup and delivery on site contact, including phone and/or email
   c. Number of pieces, dimensions (LxWxH), and weight
   d. Total value
   e. Picture(s) of the freight
   f. Pick-up date
   g. Desired delivery date

3. Dedicated freight service requires a "seal" to be placed on the doors of the trailer prior to shipping. If the seal has been broken upon receiving the freight, contact GLOBALlogistics@redhat.com prior to acceptance.

* Banding/strapping is preferred.
** The height should not exceed 70" from the ground to the highest point on the freight.
*** Black shrink wrap is preferred for all hardware shipments and banding/strapping is **required**.
****Pictures of freight prior to shipping are **required**.

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❖ <u>International Freight Shipping Guidelines</u>

In addition to the Freight Shipping Guidelines above please adhere to the following for any International Freight shipment:

1. Contact AMERICASlogistics@redhat.com prior to shipping, including A-G above.

2. International Freight shipments **require** banding/strapping in order for the load to be picked up.

   a. Individual pieces over 150 lbs. and large boxes and containers should be secured on all sides with heavy-duty steel banding. See <u>Freight Packaging Guidelines</u>

   b. The height **cannot** exceed 70" from the ground to the highest point on the freight and must be less than 2,200 lbs.

❖ <u>Virtual Event Shipping Guidelines</u>

In addition to the parcel shipping guidelines, return addresses for virtual events must be cleared with the Red Hat Global Logistics and Fulfillment Team. Contact AMERICASlogistics@redhat.com prior to shipping to confirm the best return address to list for your event.

❖ <u>Drop Shipping Guidelines</u>

In addition to the parcel shipping guidelines, multi-item orders must be shipped from a single location as "kitted" shipments by default. Exceptions to this rule must be approved by GLOBALfulfillment@redhat.com.