



Supplier Shipping Guidelines on a Dedicated Red Hat Account

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 account to an unapproved 3rd party. Please reach out to RHTlogistics@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 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 (1) the Red Hat cost center and (2) the email address of the associate placing the order into the ‘**Reference Field**’ in the “billing details”. Example: 901/brnelson@redhat.com

A screenshot of a web form titled "4. Billing Details". The form has a "Bill transportation to" dropdown menu set to "RALEIGH-682". Below this is an alert icon and text: "Alert: Please remember to enter your reference information." There is a "Your reference" field containing the text "901/brnelson@redhat.com". Below the reference field are three input fields: "PO no.", "Invoice no.", and "Department no.". There are also links for "More reference fields" and "Add an account".

4. **Do not** use a Declared Value (ie 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.
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.

❖ 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 RHTlogistics@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 Red Hat Logistics will provide further instructions as soon as possible.

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

❖ International Shipping Guidelines for Parcels

1. *Shipping of used hardware is prohibited to many countries. Please contact Red Hat Logistics 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. Red Hat Logistics **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 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 Red Hat Logistics requests it for customs clearance, including:
 - a. Proof of value and country of origin for each commodity (ex. order confirmation, purchase order, invoice, etc)
 - b. Photos of the merchandise



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7. Duty/tax should be billed 3rd party to the same account as transportation (ie 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.

❖ 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 RHTlogistics@redhat.com and provide the following. Red Hat Logistics 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. Requested delivery date
3. Dedicated freight service requires a “seal” to be placed on the doors of the trailer prior to shipping. If that seal has been broken upon receiving the freight, contact logistics@redhat.com prior to accepting.

** 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**.*

❖ International Freight Shipping Guidelines

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

1. Contact RHTlogistics@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 [Freight Packaging Guidelines](#)
 - b. The height **cannot** exceed 70” from the ground to the highest point on the freight and must be less than 2,200 lbs.