

# Ballard Designs

## DOMESTIC UPHOLSTERY ROUTING GUIDE

### Effective 4-8-2024

#### Small / Parcel Shipments

- **Route through UPS (United Parcel Service) via the Ground service (not UPS freight) if:**
  - Total order weight is less than 400 lbs
  - Each carton does not exceed 150 lbs actual weight.
  - Each carton does not exceed 165 inches Length plus Girth (L+G)
  - Each carton's Length (longest side) does not exceed 108 inches.
- **Register shipment at [www.ups.com](http://www.ups.com)**
  - Carrier Name: UPS
  - Carrier Phone Number: 800-PICK-UPS
  - Billing Information: 3<sup>rd</sup> Party #A0R539
  - 3<sup>rd</sup> Party Address: Ballard Designs, 8879 Union Center Blvd, West Chester, OH 45069
  - **The Ballard Designs Order Number must be entered in Reference field #1**

\*Note: To ensure items can withstand UPS network all items must be package tested by Ballard Design's prior to using the small/parcel shipments section. If you are unsure if an item has been package test approved, you may contact the following: [packaging@ballarddesigns.net](mailto:packaging@ballarddesigns.net)

#### Large / Motor Freight Shipments

- **Residential Delivery – Drop Ship**
  - Route through **FragilePAK** if a single carton weight is > 150 lbs, total order is > 400 lbs, or dimensions exceed UPSable.
    - For Online Registration: Complete registration at <http://order.prologisticsdistribution.com/>
      - Refer to Drop Ship Vendor Procedures for Step by Step Instructions
    - For CSV Order Import
      - Refer to Drop Ship Vendor Procedures for template and Step by Step Instructions
    - For support with online registration email [transportationeast@agentgrid.net](mailto:transportationeast@agentgrid.net)
  - All registrations must include: Ballard Designs Order #, Customers Delivery Address, Customer Phone #, Customer Email Address, Service Type (Threshold or White Glove), Weight and Dimensions.
- **Retail Store Delivery – Drop Ship**
  - Same as Residential
  - Service Type – **Threshold**

## **Inbound Purchase Orders, Cancellations and Returns**

- ***Route through Kingsgate Logistics*** [www.kingsgatetrans.com](http://www.kingsgatetrans.com)
  - Freight will be consolidated Monday through Friday.
  - Register shipments on the first business day of the following week.
  - If a full 53' truckload can be filled before week consolidation period, register shipment with carrier immediately.
  - Kingsgate routing will determine which carrier to utilize for shipment.
  - Advanced Shipment Notification, (ASN) must be submitted prior to scheduling an Inbound PO for pickup.
  
- ***Register shipment at*** [www.kingsgatetrans.com](http://www.kingsgatetrans.com)
  - A username and password are required for registering a shipment in the portal.
    - Create new account under Client Login. Use Authorization Code king2269
    - For support with online registration, please call 1-800-336-3441 x1004
  - Consolidation services in Southern California and the NY/NJ area are allowed up to 5 days consolidation time from ready date. All other locations are 3 days.
  - Consolidation services does not guarantee pickup on the ready date.
  - Pickup will be communicated 24 hours in advance of pickup date.
  
- ***Bill of Lading Requirements***
  - All Purchase Order Numbers
  - Carton and Skid Count. Carton count must match ASN for all Inbound PO
  - Routing Authorization Number (if applicable)
  - All full truckload shipments must have a seal with the seal number listed.

\*Note: Cancellation>Returns of Furniture or Fabric, contact [BDCancel@ballarddesigns.net](mailto:BDCancel@ballarddesigns.net) for further directions.