



9151 E. Panorama Cir.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Contents

General Shipping Policies & Guidelines	3
Air/Ocean Service Determination:.....	4
Weight Calculations for Carrier Selection:	4
Billing Instructions:.....	4
Shipments into the United States	5
Shipments into the Mexico	7
Shipments into the Canada.....	9
Other shipments billing to North America.....	10
Carrier Contacts:.....	11

Summary of Changes – May 2024:

- For inbound shipments into the United States, we are now going to be using **FedEx International Economy** as the primary parcel carrier on select origin countries. There are no changes on shipments going into Mexico, Malaysia or anywhere else. Please see page 5 for details.



9151 E. Panorama Cir.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

2024 International Inbound Shipment Routing Guide

Please follow the routing instructions within this document for all International shipments, **whereby Arrow Electronics North America is responsible for payment**, of International freight.

The purpose of this guide is to provide Arrow's vendors and customers with the correct procedures for packaging, documenting and carrier selection for all shipments directly to or on behalf of Arrow Electronics.

Compliance with the instructions in this guide will assist Arrow's efforts to quickly and accurately process receipts and control warehousing and transportation costs. Failure to comply with the instructions in this guide will result in combinations of any of the following:

- Refusal to pay the carrier's invoice in instances that will legally revert the responsibility for the transportation charges back to the shipper.
- Charge-back to the vendor for excess transportation charges, resulting from non-compliance.
- \$50 surcharge for administrative costs

If you are unsure of the meaning of any of the instructions contained within this guide, please contact Arrow's Corporate Transportation Department at transportation@arrow.com or your Arrow contact who placed the order. Any waivers to the routing guide must be submitted in writing. No verbal changes will be honored. The Arrow Transportation Department, Buyer, Asset Manager or Purchasing Agent that placed the order are the ONLY individuals that can authorize any changes.



9151 E. Panorama Cir.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

General Shipping Policies & Guidelines

- **Shipment Terms - Arrow’s normal terms are third party billed, FCA.** Prepaid and add to invoice is **NOT** permitted. Any charges added to an invoice will not be paid unless a prior written agreement exists between Arrow and their Supplier.
- **Time Definite Shipping Methods** - Do not use Time Definite or Guaranteed methods of transportation (Early Morning / First AM) unless requested in writing and pre-approved by the Arrow Transportation Department. This can be done on the purchase order, through EDI or subsequent transmission (fax, Mail, email etc).
- **These documents must be included at time of shipment,** or carrier will reject the shipment
 - Commercial Invoice
 - Packing List
 - Certificate of Origin
 - MSDS Material Safety Data Sheet (if applicable)
 - TSCA Toxic Substances Control Act Statement (if applicable)
 - Certificate of Conformance (if applicable) – Example: FDA, FCC
- **Hazardous Materials** - A Material Safety Data Sheet (MSDS) **MUST** accompany any item that has been determined as Hazardous or Dangerous for any method of shipment by either the US Department of Transportation (U.S. DOT) or by IATA
- **Purchase Order #:** The purchase order # must be referenced on the shipping documents or in shipment reference fields when handed over to Arrow’s carrier / forwarder. **Special P.O.’s will be provided to suppliers with a China COO to ship to the Guadalajara MX Arrow facility. Please note the ship from location could be anywhere around the world.**
- **DHL Express Shipments** – DHL will decline any and all shipments where a single piece / carton weighs more than 300 kgs or where the piece is greater than 300cms in length. DO NOT place DHL Express shipments onto a pallet.
- **Freight Forwarder Pallet Requirements** – Pallets are to be shrink-wrapped and **not be double stacked. Utilize standard pallet dimensions and pallet height NOT to exceed 60 inches.**
- **Consolidation (multiple orders)** – All individual Purchase Orders are to be consolidated into as few master (shipping) cartons as possible, and with a 50 lb. weight limit per master carton. Each inner package (bag, box, etc.) is to have the Packing Slip attached. If multiple inner packages relate to the same Packing Slip, each inner package must be joined together by rubber band, tape, etc. If the total weight of the day’s shipments exceeds the weight-break on the Arrow Routing Guide for the designated small package carrier, be sure to package the cartons onto a pallet and process the shipment through the correct carrier as stated on the Routing Guide.
- **Carton Labeling** – Please refer to the “Supplier Deliveries Labeling and Packaging” document; GSQ-017.
- **Multiple Carton Shipments** – Carrier waybills of multi-carton shipments should clearly state the total number of cartons contained within the shipment, as opposed to only showing the number of skids.
- If **Supplier** is using 3PL for Arrow’s Shipments, Supplier’s 3PL must mention Suppliers Name in the care off (c/o) Section when placing the order to our nominated Carrier.
- **Bills of Lading & Airbills** - Arrow’s purchase order number **MUST** appear in the carrier's "Shipper’s Reference Field" for all carrier bills of ladings, waybills, etc. If the shipment contains products with multiple Arrow PO Numbers, use any single Arrow PO number, followed by the words “Mixed Load” included in the carrier’s Reference Field of the shipping document. This is mandatory for both “Collect” and “3rd Party Collect” shipments, where Arrow’s carrier account# is being utilized for freight charge responsibility. **3rd Party shipments processed without providing Arrow’s PO Number, will be subject to either carrier freight payment “refusal”, which will automatically revert the charges back to the origin shipping company; or bill-back directly to the supplier.** Please ensure these instructions are strictly followed by ALL origin shipping locations.
- The number of cartons **MUST** be entered as the “pieces” on the bill of lading or airbill. If the shipper fails to provide the carton count on the bill at time of shipment, shipper will assume the liability for any carton shortages that could not be identified at time of delivery by the carrier.

Please keep a copy of this routing guide and distribute it to all personnel that would be involved in shipping to Arrow Electronics, Inc. Please acknowledge receipt of this document and email to transportation@arrow.com

Name: _____ Title: _____ Date: _____
Company: _____ Email: _____ Tel #: _____



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Air/Ocean Service Determination:

Please be sure to utilize the correct method of either Air or Ocean Service as requested by Arrow separately from this Routing Guide. The intent of this document is to provide instructions for each service type of Ocean and Air, though does NOT specifically state which service to use.

Use Ocean Freight ONLY when specifically stated within the PO or specifically requested otherwise by Arrow Marketing / Asset Personnel.

Weight Calculations for Carrier Selection:

Please select the carrier based on the higher of the Actual Weight and Dimensional weight (L x W x H in inches/DIM factor) of each shipment. Use the following DIM factors: Origin Non US –6000 cubic centimeters.

Please note that DHL Express will refuse any shipment over 300 kg in weight, or 300 cms in length. No pallets should be used on a DHL Express shipment.

Billing Instructions:

All shipments are to be billed as 3rd Party, billing to the below address:

- Arrow Electronics c/o Data2Logistics
12631 Westlinks Drive
Ft. Myers, FL 33913



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Shipments into the United States

Parcel

Shipments into United States

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
China Philippines Hong Kong Thailand Malaysia	0-50 kg	FedEx	181372443	118850157	181372443	International Economy, HazMat
All other countries	0-50 kg	DHL Express	960332371	968693920	968445909	Air

*DHL Express will not accept any shipment over 300 kg or 300 cms in length, or any shipment on a pallet.

Heavy Weight

Shipments into United States

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
Brazil Netherlands Finland Taiwan Germany Thailand Hong Kong United Kingdom Hungary Vietnam India	50 kg+	DSV	6408075745	6408075745	6408075745	Air / HazMat
Singapore	50 kg+	DB Schenker	442572	442572	442572	Air / HazMat
All other countries	50 kg+	Expeditors	G0433361	G0524856	G0276794	Air / HazMat

Ocean Freight

Shipments into United States

Origin Country	Carrier	Arrow	AEP	PSG	Service
All origin countries	Expeditors	G0433361	G0524856	G0276794	Ocean FCL
All origin countries	Kuehne + Nagel	NLVEN12007	NLVEN12007	NLVEN12007	Ocean LCL

LTL / TL Ground

Shipments into United States

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
Mexico & Canada	50 kg+	Expeditors	G0433361	G0524856	G0276794	LTL / TL

Foreign Military Shipments

Shipments into United States

Origin Country	Weight	Service
All Origin Countries	Any	Please contact transportation@arrow.com for further instructions

Importing into the US/ Customs Broker:

Arrow's Customs Broker in U.S. and ISF (Import Security Filer 10+2) is Expeditors, DHL Express & FedEx.

Arrow Electronics has established procedures to ensure that it fully complies with all applicable US Import requirements and laws. As an Arrow Supplier you are required to comply with these procedures by providing information, regarding your product, on the commercial invoice.

Commercial invoice must name the Importer of Record (IOR) and match the party on the AWB for payment of duty / taxes.

Please email all shipment documentation to arrowimports@arrow.com at time of shipment so that we can prepare for import.



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Based on the US Code of Federal Register (Title 19 CFR 141.86)-Contents of invoices and general requirements on the commercial invoice: Each commercial invoice of imported merchandise shall set forth the following information:

Exporter name and address	Quantity per line item
Importer name and address	Total value of shipment
Arrow purchase order number	Country of origin
Part number	US Harmonized Tariff Schedule Code (to the 10 th digit)
Proper part description	Term of sale
Unit price and extended price on each line	



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Shipments into the Mexico

Parcel

Shipments into Mexico

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
All countries	0-50 kg	DHL	967261766	968693920	967261766	Air
All countries	0-50 kg	FedEx	181372443	118850157	181372443	HazMat Only

*DHL Express will not accept any shipment over 300 kg or 300 cms in length, or any shipment on a pallet.

Heavy Weight

Shipments into Mexico

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
Finland India Hong Kong	50+ kg	DSV	6408075745	6408075745	6408075745	Air / HazMat
Singapore	50+ kg	DB Schenker	442572	442572	442572	Air / Hazmat
All other countries	50 kg+	Expeditors	G0422176	G0422176	G0422176	LTL / Air / HazMat

LTL / TL Ground

Shipments into Mexico

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
United States & Canada	50 kg+	Expeditors	G0433361	G0524856	G0276794	LTL / TL

Ocean Freight

Shipments into Mexico

Origin Country	Carrier	Arrow	AEP	PSG	Service
All origin countries	Expeditors	G0422176	G0422176	G0422176	Ocean FCL
All origin countries	Kuehne + Nagel	NLVEN12007	NLVEN12007	NLVEN12007	Ocean LCL

Importing into Mexico/ Customs Broker:

It is vital that the Arrow Customs Broker (NAD Global or CODEX for DHL) is named on the AWB for proper customs clearance for any shipment where the Incoterms dictate that Arrow is to be the importer of record. Please address as follows:

Arrow Electronics, Arrow Components, or Marubun – Arrow* (dependent on the entity you are shipping for)

C/O EDUARDO TORRES ORTIZ/ NAD GLOBAL (for FedEx, UPS, DSV, DB Schenker, and Expeditors shipments)

OR

C/O JORGE M. MARTINEZ GUAJARDO / CODEX (for DHL Express shipments)

Carretera Nogales No. 5297

Fracc. Nogales Parque Industrial, INTERIOR módulo 3, Nave 24

ZAPOPAN MX 45019

***DO NOT consolidate shipments together for two separate Arrow entities.**

Please email all shipment documentation to importMX@arrow.com at time of shipment so that we can prepare for import.

Additional NAD Global contacts: Lizeth Rodriguez, lizeth.rodriguez@nadglobal.com, Account Executive, Phone: +52 (33) 1493 0460 Ext. 119, Nayeli Ramos, nayeli.ramos@nadglobal.com, Account Executive, Phone: +52 (33) 1493 0460 Ext. 102,

Additional DHL Express contacts: Perla Gutierrez ejecutivo_gdl_9@codex.com.mxal, GDL Customs Customer Service, Direct: (52 33) 3688 6377 Mobile: (52) 8121205234, Daniel Trujillo ejecutivo_gdl_14@codex.com.mx GDL Customs Customer Service, Direct: (52 33) 3688 6377



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Commercial invoice must name the Importer of Record (IOR) and match the party on the AWB for payment of duty / taxes. Each commercial invoice of imported merchandise shall set forth the following information:

Date of Expedition	Quantity per line item
Importer full fiscal name, address and TAX ID	Total value of shipment
Supplier full fiscal name and address	Country of origin
Buyer full fiscal name and address	US Harmonized Tariff Schedule Code (to the 10 th digit)
Part number	Term of sale
Proper part description	Invoice number
Unit price and extended price on each line	



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Shipments into the Canada

Parcel

Shipments into Canada

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
All origin countries	0-50 kg	DHL	960332371	968693920	968445909	Air
All origin countries	0-50 kg	FedEx	181372443	118850157	181372443	HazMat only

*DHL Express will not accept any shipment over 300 kg or 300 cms in length, or any shipment on a pallet.

Heavy Weight

Shipments into Canada

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
United States	50 kg +	DSV	6408075745	6408075745	6408075745	Air / HazMat
All origin countries	50 kg +	Expeditors	G0433361	G0524856	G0422176	Air / HazMat

LTL / TL Ground

Shipments into Canada

Origin Country	Weight	Carrier	Arrow	AEP	PSG	Service
United States & Mexico	50 kg+	Expeditors	G0433361	G0524856	G0276794	LTL / TL

Ocean Freight

Shipments into Canada

Origin Country	Carrier	Arrow	AEP	PSG	Service
All origin countries	Expeditors	G0433361	G0524856	G0276794	Ocean LCL & FCL

Brokers: FedEx will act as broker for FedEx shipments, all other shipments will be cleared by UPS OMD.

Importing into Canada:

If the contracted Incoterms dictate that Arrow is to be the importer of record, it is vital that the shipment is addressed exactly as shown below on the AWB for proper customs clearance. Please address as follows:

Arrow Electronics (named division – AIS, AEC – etc)
c/o Arrow Imports
171 Superior Blvd
Mississauga, ON L5T2L6
Canada

If you are shipping for ECS dropshipments, please refer to the ECS Dropshipment Routing Guide.

Please email all shipment documentation to arrowimports@arrow.com at time of shipment so that we can prepare for import.

Commercial invoice must name the Importer of Record (IOR) and match the party on the AWB for payment of duty / taxes. Each commercial invoice of imported merchandise shall set forth the following information:

Exporter name and address	Quantity per line item
Importer name and address	Total value of shipment
Arrow purchase order number	Country of origin
Part number	US Harmonized Tariff Schedule Code (to the 10 th digit)
Proper part description	Term of sale
Unit price and extended price on each line	



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Other shipments billing to North America

Parcel Shipments into AE Petsche UK

Shipments into the UK

Origin	Destination	Weight	Carrier	AEP	Service
All Origin Countries	United Kingdom	1-50 kg	FedEx	118850157	Air / Hazmat

Heavy Weight Shipments into AE Petsche UK

Shipments into the UK

Origin	Destination	Weight	Carrier	AEP	Service
All Origin Countries	United Kingdom	50 + kg	Expeditors	G0524856	Air / HazMat

Parcel Shipments into AEI, AADL

Shipments into Malaysia

Origin	Destination	Weight	Carrier	Arrow	Service
All Origin Countries	Malaysia	1-50 kg	DHL	960332371	Air
All Origin Countries	Malaysia	1-50 kg	FedEx	181372443	HazMat only
Malaysia (domestic)	Malaysia	1-50 kg	TNT	MY003004591	Ground, Air

Heavy Weight Shipments into AEI, AADL

Shipments into Malaysia

Origin	Destination	Weight	Carrier	Arrow	Service
Singapore	Johor Bahru, Malaysia only	50+ kg	Dimerco	*See below	Ground LTL / TL
Malaysia (domestic)	Malaysia	50+ kg	Expeditors	G0433361	Ground LTL / TL
United States	Malaysia	50+ kg	Expeditors	G0433361	Air / Hazmat
All Other Countries	Malaysia	50+ kg	DB Schenker	442572	Air / HazMat

* Instructions for using Dimerco for Singapore into Johor Bahru, Malaysia:

Email arrow_cbrf_dimsin@dimerco.com with commercial invoices and packing slips. Please ensure your documents show that this shipment is sold to Arrow North America. Deliver to the below address:

*Dimerco Express Singapore Pte Ltd.
70 Alps Avenue #01-07
Singapore 498801*

Parcel Dropshipments

All Other Countries

Origin	Weight	Carrier	Arrow	Service
All Origin Countries	0-50 kg	DHL	960332371	Air
All Origin Countries	0-50 kg	FedEx	181372443	HazMat only

Heavy Weight Dropshipments

All Other Countries

Origin	Weight	Carrier	Arrow	Service
All Other Countries	50 + kg	Expeditors	G0433361	Air / HazMat

Commercial invoice must name the Importer of Record (IOR) and match the party on the AWB for payment of duty / taxes.



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

Carrier Contacts:

Expeditors Contact: <http://www.expeditors.com/office-locations/index.asp>

Please enter the link above for the Expeditors website. From there, you will click on “Find an Office” and enter your City/Country to search for the nearest Expeditors Office. If you experience trouble with your search, please contact transportation@arrow.com for assistance.

DSV Contact <https://www.dsv.com/en/support/find-dsv>

Please enter the link above for DSV. From there, you will enter in your region, country, and postal code to locate the nearest DSV Office. If you experience trouble with your search, please contact transportation@arrow.com for assistance.

DB Schenker Contact: <https://www.dbschenker.com/global/meta/branch-locator>

Please enter the link above for DB Schenker. From there, you will enter in your region, country, and postal code to locate the nearest DB Schenker Office. If you experience trouble with your search, please contact transportation@arrow.com for assistance.

Kuehne + Nagel: <https://home.kuehne-nagel.com/locations>

Please enter the link above for K+N. From there, you will enter in your region, country, and postal code to locate the nearest K+N Office. If you experience trouble with your search, please contact transportation@arrow.com for assistance.



9201 E. Dry Creek RD.
Centennial CO, 80112

2024 International Inbound Shipment Routing Guide - Effective: 05/06/2024

International Inbound US Shipments at Arrow Expense for Both Freight & Duty/Taxes:

In addition to the standard procedure for marking the international carrier waybill to bill the freight charges to the Arrow Electronics carrier account number, please be sure to also bill the same Arrow Electronics carrier account number for the Duty / Taxes, which is separately listed on each carrier's waybill. The Importer of Record listed on the commercial invoice must match the Duty / Tax account on the AWB (i.e. Shipper, Receiver, Other)

Please see example of the following below:

DHL **Shipment Airwaybill** (Non negotiable) **460 7200 032**

Origin: _____ Destination: _____

Quote this shipment number in its entirety

1 From (Sender)

Account no. _____ Sender's name _____
 Sender's reference (last twelve characters will be shown on invoice) _____
 Company name _____
 Address _____
 Postcode _____ Phone / Fax / Telex (specify one) _____

2 To (Receiver)

Company name _____
 Delivery address (DHL cannot deliver to a P.O. Box) _____
 Postcode _____ Country _____
 Contain person _____ Phone / Fax / Telex (specify one) _____

3 Shipment details

Not all payment and service options are available in all countries.

Services

- DOCUMENT
- WORLDWIDE PARCEL EXPRESS at declarable
- INTRA EC (in free circulation)
- EXPRESS DOCUMENT
- DOMESTIC
- WORLDMAIL Airmail/Printed Matter (specify one)
- OTHER SERVICE _____ specify _____

Transport charges (Fresh items runner (dry) transport charges)

- Sender
- Cash / Cheque / Credit Card (For approved customers only)
- External Billing Agreement
- Transport Collect

Shipment insurance (see clause)

- YES _____ (amount and weight in currency)

4 Size and weight

No. of pieces _____ Weight _____ kg

Dimensions cm L x W x H _____

VOLUMETRIC CHARGED WEIGHT _____ kg

5 Sender's authorisation and signature

I/we agree that DHL's standard terms apply to this shipment and that DHL's liability (The Warsaw Convention may also apply - see reverse)
 I/we understand that DHL does not transport cash or dangerous goods (see reverse)

Signature _____ Date ____/____/____

International Worldwide Parcel Express shipments only

Attach the Original and two Copies of a Proforma or Commercial Invoice

Declared value (in currency) _____ Sender's VAT / GST no. _____

Harmonised commodity code if applies _____ Receiver's VAT / GST no. or EIN / SSN _____

Type of export PERMANENT REPAIR/RECON TEMPORARY

Destination duties / taxes (if not bank receiver paid duty/taxes)

- Receiver
- Sender
- Other _____ (specify and provide account number)

6 Payment details

CURRENCY CODE _____ TOTAL _____

TRANSPORT COLLECT STICKER No. _____

PAYMENT DETAILS (Cheque/Credit)

Type _____ Expiry _____

FIXED UP BY

Route No. _____ Time _____

Date _____