

DOMESTIC SHIPPING AND SCHEDULING

Standard Vendor Conditions

The below requirements are mandatory when shipping to any Burlington Stores Location.

General Requirements

- ASN must be sent a minimum of 24 hours prior scheduled appointment date (excluding weekends).
- Two copies of a properly executed [Bill of Lading \(BOL\)](#) must be included per shipment.
- The only acceptable proof of delivery is a BOL signed/stamped by Burlington receivers.
- For Truckload and Intermodal deliveries, please affix a copy of the BOL to the merchandise on the tail of the delivery.
- All drivers must follow Burlington’s driver check-in procedure at the gates of its facilities. The check-in procedure expects all drivers to sign the “Receiving Stamp Template” and “Trailer Inspection Form” that is filled out by Burlington yard security.
- Perishable merchandise requiring temperature control must be delivered prepaid by the vendor.
- Direct import vendors (in which Burlington is the Importer of Record) [click here for additional import standards.](#)

Freight Terms

- Collect orders are orders in which Burlington is responsible for any portion of the freight costs. A Routing request must be submitted via the [TMS system](#).
- Prepaid orders are orders in which the vendor is responsible for all freight costs. An [Appointment Request](#) form must be submitted to our scheduling department.

Burlington only accepts ownership of goods after systematic receipt of the PO, not at the gate.

Shipment Frequency

Shipment Type	Recommended Method	Maximum Frequency
Less than Truckload (LTL)	Consolidated	2x / week
Small Parcel (under 149 lbs and 10 cartons or less total per 7 digit PO)	Fed Ex to the location on the PO	2x / week
Truckload / Multiple Truckload	Direct	Unlimited for each PO

** From any one location/origin to the Burlington Stores distribution center or any pre-consolidation points*

***An appointment is not required for small parcel shipments, but must arrive within the delivery window on the purchase order.*

Prepaid Shipments

Delivery Windows

Burlington Stores utilizes the purchase order dates exactly as they are shown in your EDI (850) PO transmission. The two dates on the purchase order are:

- Do Not Deliver Before
- Do Not Deliver After

These two dates represent the delivery window of the purchase order and are the only dates Burlington will recognize. Merchandise must arrive at your designated location(s) within your delivery window noted on your purchase order. Merchandise delivered after the delivery window risks refusal. If you cannot meet your delivery window, please reach out to your buyer to request approval for an extension.

Appointment Scheduling

All DC PO's are handled by our central scheduling office. Appointments are made via e-mail only at the following addresses:

East Coast bcf.scheduling.east@burlington.com 609.387.7800 X73027

West Coast bcf.scheduling.west@burlington.com 609.387.7800 X73024

Call to confirm receipt of e-mail if response email is not received within 24 hours

Prepaid freight vendors using their own carrier must abide by the DC appointment process in order to meet the Burlington delivery window. Appointment request(s) must be submitted per the latest version of the PO. Burlington will only accept appointment requests submitted on the Appointment Request Form found on the [Freight tab](#) of our vendor website. Verbal or email consent is not sufficient. Delivery location will be provided with the appointment confirmation, along with date and time. Any adjustments to carton counts must be submitted to Burlington at least two days prior to the scheduled appointment date if a delivery appointment has already been confirmed.

Burlington recommends appointment requests be submitted minimum of 2 days in advance of the Do Not Deliver **Before** Date but no later than 2 days before the DO Not Deliver **After** Date. The appointment number provided by the Scheduling department is to be used for check-in at the security gate on the delivery date. For pre-paid merchandise, the vendor assumes responsibility for the carrier's actions.

Delivery Procedures

Each delivery requires its own appointment and ASN. When multiple trailers are required, each additional trailer will require its own appointment number, unique BOL, and ASN.

Merchandise on pallets should be annotated as palletized on the Burlington Appointment Scheduling Form.

Live unload appointments are considered “on-time” when checked in at the gatehouse no earlier than one hour prior to or one hour later than the scheduled appointment time.

Delivery vehicle bed height must be a minimum of 43 inches (not to exceed 63 inches) and create a seal between the vehicle and loading dock (by use of bridge plate) when parked at the warehouse door.

Maximum door dimensions are approximately 119 inches high x 108 inches wide. A minimum ground clearance of 12 inches is required for doors with a trailer lock.

Delivery by non-commercial vehicles such as cars, vans, SUVs, and pick-up trucks is highly discouraged; however, goods can be received if carrier/ delivery driver agrees to terms listed in [BCF Waiver Letter](#).

Freight Consolidation

Freight Consolidation of LTL (less than truckload) shipments provides benefits for Burlington and our vendors through reductions in freight costs and total deliveries.

Local (East and West Coast) Consolidation

Prepaid LTL shipments should utilize Burlington’s local consolidation carriers when possible:

All Cartage (primary west coast)	310-970-0600 x105
City Garment (secondary west coast)	310-223-1010 x10
Jay Dee (east coast)	201-332-7200

Local shipment is defined as within 100 miles of San Bernardino, CA or Burlington, NJ.

Small Parcel Shipments to the DC of 1-149 lbs.

A maximum of 10 cartons are permitted per seven digit purchase order. An appointment is not required for small parcel shipments when shipping 10 cartons or less to the DC, but must arrive within the delivery window on the purchase order

Direct to Store Shipping Rules

The current list of store numbers and addresses is located under the Locations/Contacts tab at www.burlington.com/vendors.

Shipments of 1 to 149 Lbs. to One Store Location:

If the Burlington PO freight terms state pre-paid (vendor pays for freight) ship via a small parcel carrier.

Shipments of 150 Lbs. or More to One Store Location:

If the Burlington PO states pre-paid (vendor pays for freight), use an appropriate LTL carrier.

Freight and Delivery Costs:

Burlington will not pay any re-delivery cost if the shipment must be rescheduled after the PO cancellation date is adjusted. No Cash on Delivery (COD) shipments are permitted. All freight costs relating to shipments of sample merchandise are at the vendors' expense. Burlington will not pay any freight cost or additional charges that are added to a merchandise invoice and/or invoiced separately.

Air Freight Policy:

Burlington will not pay for any air freight cost, including the cost to deliver to the DC that is not authorized by the Director of Vendor Relations. Burlington will consider all violations of our air freight policy as an assumption of all freight costs by the shipper.

Collect Shipments

General Routing Rules

All collect PO's must submit a routing request into the Transportation Management System (TMS) to obtain a routing confirmation number, regardless of the size of shipment. Routing must be submitted at least five business days prior to the "Do Not Deliver Before Date (DNDB)" in order to be compliant with Burlington requirements. Additionally, freight should be ready to ship no later than the DNDB. Same or next day pick-up cannot be guaranteed. The routing department books shipments based on accurate shipping information and vendor's "Ready to Ship" date.

Shipment Planning:

Each routing/shipment request should not exceed a planned maximum of 3,500 cubic feet when floor loaded, 26 non-stackable pallets, or 52 stackable pallets.

Burlington uses long haul consolidations and under these circumstances drivers may be required to inspect the loads to make sure they remain intact. Please be attentive to your allotted space on your routing confirmation. Please be sensitive to allotted free time and complete loads in a timely fashion. Generally, free times are 2 hours for local carriers and 3 hours for non – local.

Please ensure that you use a unique seal # and it is denoted on the BOL. Also, please notate your shipment number (CS#) on your BOL.

It is critical for all vendors to submit accurate pallet counts/cubic feet measurements for each shipment. When possible, Burlington utilizes long-haul consolidation to maximize transportation efficiency. In some scenarios, vendors' merchandise will be consolidated with another vendor's merchandise from a different pick-up location. If previously loaded freight prevents you from properly and securely completing your loading process, please notify the driver and the Burlington Routing department.

Freight and Delivery Costs:

- Burlington will not pay any re-delivery cost if the shipment must be rescheduled after the PO cancellation date is adjusted. Any additional freight charges will be debited from the vendor invoice.
- No Cash on Delivery (COD) shipments are permitted.
- Burlington will not pay additional transportation fees for improperly submitted routing requests including shipping to a different location than indicated on your PO

- Do not insure collect shipments unless specifically instructed to do so in writing by Burlington.
- Burlington will not pay any freight cost or additional charges that are added to a merchandise invoice and/or invoiced separately.
- Expense offsets and related costs will be issued for non-compliance with Burlington's freight terms and policies.

Delivery Windows

Burlington's delivery window is found on your EDI (850) PO transmission. The two dates on the purchase order are:

- Do Not Deliver Before
- Do Not Deliver After

These two dates represent the delivery window of the purchase order and are the only dates Burlington will recognize. Merchandise must arrive at our distribution centers within the purchase order delivery window. Burlington may refuse any pickups that miss the Do Not Deliver After date. If you risk missing the delivery window, please reach out to your buyer to seek approval for an extension on your PO.

Any adjustments to carton counts must be submitted to Burlington at least two days prior to the scheduled appointment date if a delivery appointment has already been confirmed.

Routing Request

Submission Process:

All routing requests must be submitted through our [Transportation Management System \(TMS.\)](#) All new vendors are automatically enrolled. Questions regarding enrollment can be directed to TMS support team at 609.387.7800 x73350 tms.support@burlington.com

All requests should receive a response within 48 hours of time of submission (excluding weekends). If a response is not received back from Burlington within this timeframe, please contact the Routing Department 609-387-7800 x72181 or routing.request@burlington.com to verify your request was received.

Below information is required for all Ready to Ships in TMS:

1. Burlington PO # (at the 9 digit level)
2. Ship Ready Date (future date that freight will be ready for pick up)
3. Quantity of cartons
4. Total weight of shipment
5. Total size of shipment in cubic feet
6. Number of pallets (if palletized)

For further details see [TMS Routing Guide](#)

Please note one "Ready to Ship" is equal to one shipment. Do not enter multiple "ready to ships" for PO's being shipped on the same truck.

Once the routing confirmation has been provided, it is the vendor's responsibility to contact the carrier immediately to schedule pickup. It is mandatory for the vendor to use the assigned carrier. The scheduling of the delivery appointment is then handled by Burlington's carrier. The routing confirmation number (CS#) must be provided on the BOL. Failure to do so may result in delays in carriers receiving delivery appointments.

FedEx Ground (Small Parcel) Shipments to the DC of 1 to 149 Lbs.

Please note Collect PO's in this category will still require a routing request. Be aware that this refers to Fed Ex Parcel, not any other Fed Ex services.

If FedEx has been assigned as your carrier, please follow the "FedEx Services" instructions found at www.burlington.com/vendors, under the "Freight" tab. An appointment is not required when shipping small parcel to the DC, but must arrive within the delivery window on the purchase order.

When shipping small parcel (Fed Ex) please be conscious of oversized carton fees.

Delivery Procedures

Each delivery requires its own appointment and ASN. When multiple trailers are required, each additional trailer will require its own appointment number, unique BOL, and ASN.

Direct to Store Shipping Rules

The current list of store numbers and addresses is located under the Locations/Contacts tab at www.burlington.com/vendors.

Shipments of 1 to 149 Lbs. to One Store Location:

If the Burlington PO states that Burlington pays all or part of the freight cost, ship FedEx Ground collect. When shipping small parcel (Fed Ex) please be conscious of oversized carton fees.

Shipments of 150 to 3,999 Lbs. or More to One Store Location:

If the Burlington PO states that Burlington pays all or part of the freight cost, ship collect using YRC.

All Shipments

DC Ship-To Locations

Since Burlington is a source-based network, our vendors should be shipping to the DC that is closest to the shipment point of origin.

Ship-To DC	<u>California DC</u>	<u>New Jersey DC</u>
Ship -From Location	AZ CA CO ID MT NM NV OK (collect) OR TX (collect) UT WA WY	All other states OK (prepaid) TX (prepaid)

Vendors will be responsible for additional charges if not shipped to state guidelines.

If a PO is written with a DC that is not closest to where the merchandise is shipping from, please contact your buyer as soon as possible to have the PO corrected.

Please note, all GOH merchandise shipping on a GOH trailer, should only be shipped to 1830 Route 130, Burlington, NJ.

Load Quality

All Loads:

It is the vendors' responsibility to tender their freight to the Burlington distribution centers with PO style/color/size integrity.

In order to expedite less than truckload (LTL) shipments (pre-paid or collect), we recommend your order be palletized. ***LTL shipments that are not palletized, vendor accepts all liability of shortages identified upon delivery to Burlington, regardless of freight terms. Burlington does not expect it's carriers to count individual cartons on shipments.*** All shipments should be shipped as efficiently as possible. Multiple LTL shipments should be consolidated into truckload quantities when possible.

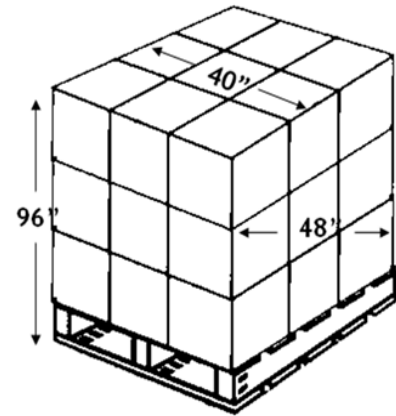
Unless shipping a full trailer sealed, shipper load and count, you must palletize your freight.

Floor Loaded Full Trailers:

- Must be loaded with labels facing outward toward the door of the trailer. Loads should be secured with load bars or use a step down process to avoid load shifting.

Palletized Loads:

- Must be loaded (stacked) by PO, style, color, and size integrity.
- Each pallet must be identified as follows: *PO # Pallet 1 of 6, 2 of 6, etc.*
- All carton labels must be facing outward and cartons securely shrink-wrapped to the pallet.
- Multiple POs within the same pallet must have a clearly visible separator to indicate the end of an order at the 9 digit level.
 - Combining multiple POs on 1 pallet is encouraged.
- Pallets must be constructed of wooden material (or stronger) with dimensions not to exceed 40" in width and 48" in length, and 96" in height. (Does not include pallets used for oversized merchandise, such as cribs, etc.)
 - Please stack pallets to maximum height
 - Empty filler cartons are not permitted on pallets
 - Do not chimney stack
 - Shipments should be planned for a maximum of 26 non-stackable/
52 stackable pallets
 - Need to use shrink wrap to secure merchandise appropriately covering all surface areas of the sides of the pallet. Pallets that are not properly wrapped or stacked are subject to possible vendor liability.
 - Placard the pallet to state "do not break down pallet"



Direct to Store Routing and Shipping Rules: Alaska

(Does not apply to DC shipments)

All shipments to Burlington's Anchorage, Alaska stores (#167 and #819) must be addressed and shipped to Burlington's San Bernardino DC, with the exception of oversized cartons. There should be no direct shipments via FedEx to any Alaska store.

San Bernardino DC
570-A East Mill Street
San Bernardino, CA 92408

All merchandise should be shipped at least fourteen (14) days before the "Do Not Deliver After Date" on your purchase order.

Small Shipments from 1 to 149 Lbs.

Ship via FedEx to Burlington's San Bernardino DC. All cartons must be addressed as follows:

Store # ___/ Anchorage, Alaska
570-A East Mill Street
San Bernardino, CA 92408

When shipping small parcel (Fed Ex) please be conscious of oversized carton fees

Medium Shipments 150 to 9999 Lbs.

Ship via YRC to Burlington’s San Bernardino DC. All cartons must be addressed as follows:

Store #____/ Anchorage, Alaska
570-A East Mill Street
San Bernardino, CA 92408

Shipments exceeding 10,000 lbs or 10 standard pallets, contact the Routing team.

The BOL for the shipment and all cartons must be addressed as follows:

Burlington Stores, Inc. #167	Burlington Stores, Inc. #819
South Plaza - Suite C	3101 Penland Parkway
1920 W. Diamond Blvd.	Suite M-02
Anchorage, Alaska 99515	Anchorage, Alaska 9950

Direct to Store Routing and Shipping Rules: Puerto Rico

(Does not apply to DC Shipments)

Non-Perishable

This policy is for the following stores only. All shipments must be addressed and shipped as stated in this policy.

Non-Perishable

#574 Rio Piedras, PR	#779 Bayamon, PR	#841 Cayey, PR
#595 Caguas, PR	#803 Manati, PR	#842 Ponce, PR
#764 Canovanas, PR	#818 Bayamon, PR	#854 Caguas, PR
#771 Ponce, PR	#833 Humacao, PR	

There should be no direct shipments via FedEx to any Puerto Rico store. Ship all merchandise at least 14 days before the “Do Not Deliver After Date” on your purchase order.

Small Shipments from 1 to 149 Lbs.

Ship via FedEx to the following address:

Store #____/ “City”, PR
C/O Burlington Stores, DC 53
4287 Route 130 South
Door PR 20 & 21
Edgewater Park, NJ 08010

When shipping small parcel (Fed Ex) please be conscious of oversized carton fees

Medium Shipments Over 150 to 9,999 Lbs.

Ship via Burlington Stores Preferred LTL Carrier Chart to the following address:

Store #____/ “City”, PR
C/O Burlington Stores, DC 53
4287 Route 130 South
Door PR 20 & 21
Edgewater Park, NJ 08010

Perishable (i.e. food, cosmetics, etc.)

Shipments requiring temperature control, please send notice of the order details to include the ship from address and contact information along with carton dimensions carton weights and the number of cartons shipment, along with the purchase order number(s) and cargo ready date to international.transportation@burlington.com (Do not call Burlington’s Routing Department).

Cartons are to be marked with the store number and complete address. They will not be shipped direct to stores without this information.

The current list of store numbers and addresses is located under the Locations/Contacts tab at www.burlington.com/vendors. All Puerto Rico store numbers are listed below.

Vendor Direct Delivery Duty Paid (DDP)/ POE Shipment Guidelines

All containers must be routed through the discharge ports shown below:

DISCHARGE PORT	TYPE	DISTRIBUTION CENTER ADDRESS:
Ports of NY/NJ	ALL Commodities - EXCEPT Garments on Hanger	Burlington Stores, Inc. DC-505, 4287 Cooper Street & Route 130 South, Edgewater Park, NJ 08010
Ports of NY/NJ	Garments on Hanger	Burlington Stores, Inc. DC-, 1830 Route 130 North, Burlington, NJ 08016
Ports of Los Angeles/Long Beach	ALL Commodities - EXCEPT Garments on Hanger	Burlington Stores, Inc. DC-512, 570-A East Mill Street, San Bernardino, CA 92408

GENERAL DDP/ POE GUIDELINES

- Accurate ASNs properly associated to UCC-128 labels must be provided as soon as possible after the vessel sailing from the port of loading, but not less than 5 days prior to arrival at the delivery port. ASN’s must be submitted at the container level (1 ASN for each container).
- Containers must only contain Burlington merchandise.
- Each PO must be loaded completely before loading the next PO. Do not mix PO’s within the container.
- Carton labeling requirements for DDP and POE shipments are the same as Burlington’s domestic carton labeling requirements.
- The carton markings should include the “Country of Origin”.
- POE shipments must be Full Container Load (FCL) only, no Less than Container Load (LCL) shipments will be accepted on a POE basis. Any LCL shipments must be shipped DDP prepaid to the Burlington Stores DC and follow normal domestic scheduling procedures (request live unload), as outlined on pg. 3-3.
- All “Air Freight” shipments must be shipped DDP to the Burlington DC under the Burlington Stores normal domestic freight rules as outlined on pg. 3-6.

DDP (Door Deliveries)

Burlington accepts DDP shipments when the vendor is also the Importer of Record to our DCs in San Bernardino, CA and Edgewater Park, NJ. The vendor must land the container(s) at the port of destination, clear US Customs, and deliver the shipment to our DC, all at the total cost of the vendor. Title of the goods passes to Burlington Stores after receipt in the DC (FOB Destination).

A container worksheet is required for each container shipped, and must be submitted at least 5 days prior to arrival at the delivery port. The worksheet can be found in freight section of the vendor website (page 9 of the [container worksheet](#) tab). The container worksheet must be emailed to the below scheduling team. No container deliveries will be scheduled without this paperwork being submitted in advance of the scheduled pickup.

The vendor must notify their designated drayage carrier to make an appointment with Burlington Scheduling department to pick up the container after it clears customs and is released by the ocean carrier. The vendor/trucker must then deliver to the Burlington DC on the designated appointment date.

APPOINTMENT SCHEDULING

All DC POs are handled by our Central Scheduling Office. Appointments are made via e-mail only at the following addresses:

East Coast (Edgewater Park, NJ) bcf.scheduling.east@burlington.com

West Coast (San Bernardino, CA) bcf.scheduling.west@burlington.com

Appointments will be assigned within 24 hours of receipt of the appointment request. A copy of the Container Worksheet or the BCF Appointment Scheduling Form must be included on the e-mail request. The carrier is responsible for making an appointment in a timely manner but not less than 3 days prior to the Last Free Day (LFD).

Burlington recommends that shipments be tendered to the carrier 5 days in advance of the Do Not Deliver After Date to account for appointment scheduling and port delays. A live unload request is also recommended.

The driver must provide BOL/ Delivery Order with Burlington PO numbers and carton counts listed or container will be refused. At the time of delivery at the DC the driver must check in at the Receiving Office and leave a contact name and phone number for notification when the container is empty for drop deliveries. DC Yard is open 24 hours a day/ 7 days a week for empty container pickup. The vendor is responsible to pick up all empty containers from the DC within 24 hours of the scheduled appointment time.

Burlington will not be responsible for any charges on "Door" Moves. For any questions regarding DDP shipments, please email all inquiries to the scheduling teams listed above.

POE Terms and Guidelines

BEFORE CONTAINER PICKUP:

1. All Vendors must receive approval from Burlington to ship merchandise to Burlington using POE terms and are required to sign Burlington's POE Terms and Guidelines prior to commencing their first POE shipment. When shipping POE the Vendor must comply with the procedures described herein.

- a. If a Vendor ships without Burlington's POE approval or before signing and acknowledging Burlington's POE Terms and Guidelines, then the Vendor is responsible for any and all drayage and assessorial charges associated with the shipment(s).
- b. Vendor must contact their Buyer to begin the POE approval process.
- c. A vendor is approved for POE after Burlington's SVP of Supply Chain has added the vendor to the POE Approved list; you should receive confirmation from your buyer.

2. Vendors that ship Full Container Load ("FCL") to LAX/LGB or NYC/EWR are responsible for forwarder charges, ocean charges, customs clearance, duties, brokerage fees, pier pass and Clean Truck Fees (CTF).

- a. Containers must be loaded according to USDOT weight limitations and guidelines.
- b. Each PO line must be loaded completely before loading the next PO line.
- c. Less Than Container Load ("LCL") shipments are NOT approved to ship with POE terms and must be shipped DDP terms.
- d. Garment on Hanger ("GOH") shipments must be shipped to NYC/EWR only.

3. ASN and UCC Label Requirements

- a. The Vendor must submit 1 ASN per container via EDI within 3 days of the vessel sailing.
- b. Carton marking instructions can be found in chapter 4 of the Domestic Vendor Manual.

4. The Vendor must complete one POE Container Worksheet per container which must be emailed within 3 days of the vessel sailing to the International Transportation Department at: international.transportation@burlington.com who will nominate the dray carrier. When emailing the [Container Worksheet](#), it should be sent in excel format and should have "POE **Container #** ETA **Date**" in the subject line.

5. After US customs clearance, The Vendor must immediately send the Delivery Order ("DO") within the Last Free Day ("LFD") to International Transportation and Burlington's nominated dray carrier.

6. Burlington's nominated dray carrier will confirm receipt of DO via email within 24 hours of receipt.

7. Burlington requires 5 free business days at port once the container becomes available and the DO is provided. Burlington's nominated dray carrier will pick up the container within that time.

- a. The Vendor will be responsible for demurrage charges if:
 - i. The Container Worksheet is sent to International Transportation late (to be sent within 3 days of the vessel sailing)
 - ii. The DO is sent to Burlington's nominated dray carrier late (to be sent immediately after customs clearance.)

iii. The container is unavailable for pick up due to exam/customs/line/FDA hold, closed area, UTL (unable to locate), congestion, chassis unavailability, terminal appointment unavailability, etc.

- b. The Vendor must settle demurrage charges directly with the terminal.
- c. The Vendor is encouraged to work with their ocean carrier and/or terminal to extend the LFD if necessary.
- d. Burlington will review the situation if Burlington's nominated dray carrier fails to pick up the container prior to the LFD (ETA port plus 5 business days or later) without a valid reason or explanation of the circumstances (reference 7. a. i-iii).

8. Burlington's nominated dray carrier will contact Burlington's Scheduling Department for an appointment when the container becomes available at port. a. PO's must be delivered to the DC in advance of the PO Cancel Date. If the PO is received late or early, then Vendor is responsible for any assessorial charges that may be incurred while the PO dates are being updated.

AFTER CONTAINER PICKUP

9. Transfer of title occurs when Burlington's nominated dray carrier "out gates" the container from port. For purposes of Burlington's POE Terms and Guidelines, out gates means the container leaves the terminal (port of destination.)

10. Burlington requires 10 free calendar days off the port once the container is out gated. a. The Vendor is responsible for any per diem charges outlined in their ocean contract with 10 free calendar days.

- a. The Vendor must settle per diem charges with Burlington's nominated dray carrier.
- b. Burlington is responsible for per diem charges if the container surpasses 10 free calendar days.

For any questions regarding POE shipments, please email all inquiries to international.transportation@burlington.com.

Canada/ Mexico Shipments

Burlington does not route shipments from Canada or Mexico. Please make arrangements to deliver freight customs cleared to a warehouse on the US side of the border and request routing from that location by e-mail to routing.request@burlington.com.