



# Welcome to the Charter Communications Routing Guide

## Routing Guide Terms & Conditions

Vendors must periodically review the Charter Communications routing guide to stay informed of any routing changes or chargeback programs that have been implemented. Log in monthly to ensure automatic notification of any routing guide updates to your email address.

Charter Communications expects all suppliers to be in full compliance. Vendor noncompliance is subject to penalties and additional freight fees.

These routing instructions supersede all previous shipping instructions and are effective immediately.

## Important Notes

- Do not arrange your own transportation. Please visit the “TL & LTL Shipments” tab at the top of the page for routing instructions.
- Do not include freight cost with your product invoice submission
- Noncompliance invoices will be redirected to the shipper

We encourage you to login frequently as this guide is subject to change

## Glossary:

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# Truckload (TL) & Less-than-truckload (LTL) Shipments

**\*\*Transportation Insight is the only authorized truckload and less than truckload provider for Charter Communications\*\***

## How to Schedule a Pickup

Shipments can be booked via web portal, email or phone.

WEB: Log in via <https://t-insight.mercurygate.net/MercuryGate/login/mgLogin.jsp?null>

EMAIL: Submit your request to [charter@t-insight.com](mailto:charter@t-insight.com)

PHONE: 828.485.5222

## Required Information

- Pickup address
- Delivery address
- Charter PO#
- Charter Line # (when applicable)
- Location Pick up number
- Pallet Count/Weight/Dims
- Shipment Freight Class
- Ready time / close time
- Charter requested arrival time

**\*\*All Pick up requests call/email should be made at least 24 hours prior to pick up to allow scheduling of equipment. Failure to do so may jeopardize your pick up\*\***

## Shipping Compliance

- Transportation Insight, LLC is approved to schedule transportation for Charter Communications.
- Unauthorized use of any other logistics provider will result in rejection of invoice and redirection to pick up location.
- Vendors who change shipping locations long term must notify Charter of new location to avoid freight chargebacks.
- Less than Truckload Shipments must weigh over 150 lbs. and less than 10,000 lbs.

## Restrictions

- No shipment is accepted without a valid PO#, Contact your buyer if you do not have a valid PO#
- Vendor requests for expedited Transportation requests are denied without Charter employee approval, Unauthorized expedite charges will result in invoice rejection.

# Truckload (TL) & Less-than-truckload (LTL) Cont'd

## Billing

- Vendors are strongly encouraged to use the bill of lading provided by the transportation provider.
- Vendors who choose to use their own bill of lading are responsible for document accuracy and timeliness.
- Vendors with the incorrect bill-to address on the bill of lading will be responsible for their own freight charges.
- Ensure Bill-to address on the bill of lading reads:

Charter Communications  
c/o Transportation Insight  
PO Box 23000  
Hickory, NC 28603

***DO NOT INCLUDE Freight charges on your product invoice.***

# Import Shipments

## How to Schedule a Pickup

EMAIL: Submit your request to [international@t-insight.com](mailto:international@t-insight.com)

PHONE: 828.485.5222

## Required Information

- Pick up address
- Delivery address
- Charter PO#
- Charter Line # (when applicable)
- Location Pick up number
- Pallet Count/Weight/Dims
- Shipment Freight Class
- Ready time / close time
- Charter requested arrival time

\*\*All Pick up requests call/email should be made at least 24 hours prior to pick up to allow scheduling of equipment . Failure to do so may jeopardize your pick up\*\*

## Shipping Compliance

- Transportation Insight is the approved provider to schedule transportation for Charter Communications. They will liaison with Livingston International for US Customs Clearance.
- Unauthorized use of any other logistics provider will result in rejection of invoice and redirection to pick up location.
- Vendors who change shipping locations long term must notify Charter of new location to avoid freight chargebacks.
- Less than Truckload Shipments must weigh over 150 lbs. and less than 10,000 lbs.

## Restrictions

- No shipment is accepted without a valid PO#, Contact your buyer if you do not have a valid PO#
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## Billing

- Vendors are strongly encouraged to use the bill of lading provided by Transportation Insight.
- Vendors who choose to use their own bill of lading are responsible for document accuracy and timeliness.
- Vendors with the incorrect bill-to address on the bill of lading will be responsible for their own freight charges.

***DO NOT INCLUDE Freight charges on your product invoice.***

# Parcel Shipments

## Vendors

**\*\*FedEx is the only authorized small parcel provider for Charter Communication\*\***

### Carrier Compliance

- FedEx is the only authorized Charter small parcel provider. UPS is not an approved small parcel provider. Any UPS small parcel invoices will be rejected, and redirected to the pickup location.
- Appropriate authorization by Charter is required to ship FedEx Express®. Unauthorized Express package invoice will be rejected and charged back to the pickup location.
- Never ship FedEx Priority Overnight or FedEx First Overnight
- Small package labels can be generated at FedEx.com
- Charter's transportation providers cannot create labels or ship small parcel for vendors.
- Suppliers must enter required purchase order information in the reference field when creating the FedEx shipment. Non-compliance with entering the PO into the reference field may result in nonpayment.

### Restrictions

- Maximum weight on a single piece is 150 lbs.
- No pallets / oversized freight - Measuring 108" or more in length or measuring 165" or more in length plus girth
- Violations to these restrictions will result in rejected invoice, and redirection to the pickup location

### Vendor Shipping Freight Collect with FedEx.com

- You do not need Charter's FedEx account # to ship FedEx ground collect
- Log on FedEx.com or FedEx Ship Manager
- All shipments must be addressed to Charter Communications, with the correct address
- Enter shipment information and select FedEx Ground as the service type
- All Charter locations are FedEx Ground collect enabled ( this option will appear in the " Bill Shipment To" field)
- Enter Charter's Purchase Order Number in the billing reference field for all shipments.
- Print your label and affix it to your package

### Vendor to Vendor Shipping (Non Charter locations)

- Ship using your own FedEx small parcel account#. You may include the small parcel charges in the product invoice.

### Insurance

- DO NOT INSURE or select declared value on any shipments unless authorization has been approved by Charter transportation manager. These charges will be billed back to the vendor.

# Parcel Shipments Cont'd

## Employees

### **\*\*FedEx is the only authorized small parcel provider for Charter Communication\*\***

For FedEx shipping instructions, please navigate to: <http://www.routingguides.com/charter/twcempparhowto.asp>

### **Small Parcel Invoices**

To improve operational efficiency, Charter is moving to a weekly consolidated electronic invoice for all of the legacy Charter/TWC/BHN FedEx accounts, effective October 3<sup>rd</sup>, 2016

#### **I receive a paper invoice from FedEx, what changes for me?**

- Effective October 3<sup>rd</sup>, you will no longer receive paper invoices from FedEx. A consolidated invoice file will be posted weekly on Friday on the Charter Coin  
Site: <http://coin/sites/CorpEngineering/procurement/Supply%20Chain%20Management/Forms/AllItems.aspx>
  - Navigate to Folder called: Freight and Carrier Services
  - Navigate to Folder called: Common Carrier Invoice Audit Files
  - Navigate to Folder called: FedEx Charter or FedEx Time Warner
- If you do happen to receive a paper invoice, please discard and email [TransportationDept@charter.com](mailto:TransportationDept@charter.com) the associated FedEx account number.

#### **I receive an electronic invoice from FedEx, what changes for me?**

- You will be able to view – only these invoices on your FedEx online account
- Alternatively, a consolidated invoice file will be posted weekly on Friday on the Charter Coin Site – please see instructions above on how to access

#### **I receive a phone call regarding past due invoices from FedEx, what changes for me?**

- Please email [TransportationDept@charter.com](mailto:TransportationDept@charter.com) with the associated FedEx account number

#### **How much time will I have to review and approve my FedEx invoices?**

- Invoices are paid weekly but will remain visible for 90 days. If you have any questions on the invoice charges, please contact [TransportationDept@charter.com](mailto:TransportationDept@charter.com)

#### **Where can I review my FedEx invoice detail?**

- Invoices are visible for 90 days for review on the Charter Coin Site, please see instructions above on how to access

## Parcel Shipments Cont'd

### **What if something is wrong with the charges or is coded to the wrong department?**

- For Coding discrepancies, contact your functional finance lead to reallocate charges
- All FedEx account owners (and the assigned GLID) are responsible for charges on their account. Any shipping violations must be addressed with the shipping location. Account abuse must be reported to the Transportation Department. Contact Joshua Bush at [joshua.bush@charter.com](mailto:joshua.bush@charter.com)

### **When will this take effect?**

- October 3, 2016

If you have any questions on this change, please contact:

Joshua Bush, Sr. Transportation Analyst, [TransportationDept@charter.com](mailto:TransportationDept@charter.com)

# Charter Employee FedEx Account Request

**\*\*FedEx is the only authorized small parcel provider for Charter Communication\*\***

## **Requesting a new FedEx Account**

- Please fill out the [Small Parcel Account Request Form](#)
- Completed the Form and email to [TransportationDept@charter.com](mailto:TransportationDept@charter.com)
- GLID/DEPT is required for setup and internal billing
- If you do not know your GLID/DEPT, please check with your manager
- Please allow 3-4 business days to process your request

## **Requesting access to an existing FedEx Account**

If your department already has an existing FedEx account, and you'd like access to it please follow the below

- Please email [TransportationDept@charter.com](mailto:TransportationDept@charter.com) and include the 9 digit FedEx account number