

# Shipping Requirements/Routing Guidelines

# Revision: September 2025

**DISREGARD ALL PREVIOUS ROUTING INSTRUCTIONS**

This document provides routing instructions for all **COLLECT** orders/shipments which are arranged by our Global Transportation Department in Ada, Michigan, when shipping your product(s) to Alticor/Amway North America/Access Business Group (ABG) facilities.A portion of the freight costs may be deducted from your product invoice for failing to comply with these routing instructions.

**IMPORTANT INFORMATION**

**Multiple orders shipping within the same week and destined for the same location should be consolidated and shipped on one Bill of Lading. The shipment should be coordinated to ensure all orders are available for pickup by the earliest ship available date listed on the purchase orders.**

**For all orders/shipments greater than 150#**

\*\*EXCEPTION: Suppliers authorized to enter orders directly in the Portal satisfy the requirements below (need not call); however, should still abide by the 48-hour advance notification meaning Transportation requests in the Portal should occur at least 48 hours ahead of freight available date.\*\*

***Forty-eight (48) hours*** prior to the ***ship available date*** provided on your purchase order, call the ABG transportation vendor line toll free at 1-888-765- 9572 and select Option 2. This number is available from 8 a.m. to 7 p.m. EST Monday through Friday. You will be asked to provide the information below regarding your shipment to ensure accurate scheduling. If an agent is not immediately available, please leave a voicemail with your call back number and a team member will contact you during the above-mentioned business hours.

* All purchase order/line numbers available for pick up (ex: 1385541 OP LINE 2 which will also require breakdown of skid count and weight per line).
* Total pieces, pallets, weight, and/or cube.
* Ship from location and location ID number (see below).
* Ship to location.
* Freight ready date/time (this is the time at which the freight is expected to be available for pickup. We include this information on the tender to our carrier, but this is not the actual time a carrier will arrive. Our carrier will follow location-specific requirements to coordinate a pickup.
* Supplier reference/confirmation number (if utilized).
* Commodity, i.e., raw materials, hazardous, temperature sensitive, etc.

When the shipment is accepted by our carrier, an email will be sent to the contact provided by the shipper at time of call-in. (Portal Supplier confirmations are available online: at “Planned Status” and will remain self-service via the Portal). Truckload carriers will call or email to confirm/schedule a pickup date and/or an appointment, Less-Than-Truckload (LTL) carriers typically do not call-in advance unless specific supplier instructions require this.

Note: The location ID number referenced above is a unique number assigned to the physical pickup location. Some suppliers have multiple warehouses, so this location number is used to identify the proper physical location to be provided to the carrier. To help expedite future call-in requests, please retain this ID number, and refer to it when scheduling subsequent orders/shipments.

If you begin shipping from a new location, please reach out to your Amway Planner several weeks in advance of any new pickup requests from this location to allow time for a new location ID to be created in our systems.

Supplier is responsible for providing a Bill of Lading (BOL) to the carrier. BOL **must** include: (For all orders, regardless of entry origin)

* ABG/Amway Load Number
* All Purchase Order and PO Line numbers being shipped.
* Freight terms should be marked **Collect,** with the below bill to address:
	+ Access Business Group (Amway)
	+ Freight Payment, 58A-1B
	+ 7575 Fulton Street East
	+ Ada, MI 49355

**For all orders/shipments less than 150# that ship ground**

**Ship parcels weighing less than 150# and with COLLECT terms via FedEx Ground COLLECT.**

(Any exceptions will have to be determined and agreed upon by ABG.)

**Please Note:**

* Purchase Order Numbers **must** be noted in the reference field.
* FedEx will invoice shipping charges directly to Amway.
* FedEx Ground **COLLECT** does **not** require the use of an Amway account number for billing purposes when you create a shipping label. Vendors will ship on their own account number.
* Amway will **not** provide a FedEx account number to vendors.
* FedEx Ground **COLLECT** labels can be generated from FedEx Software, [www.fedex.com,](http://www.fedex.com/) using a pre-printed label provided by FedEx, or via in-house shipping systems.
* If you need assistance with the FedEx Ground **COLLECT** process, please refer to the [**FedEx Ground COLLECT Training**](https://supplier.amway.com/wp-content/uploads/2025/07/Ground-Collect-shipping-steps-using-fedex.docx)documents on the *Supplier Portal* and visit [www.fedex.com.](http://www.fedex.com/) For any additional questions, please contact your Amway buyer.