

# Schindler Elevator Ruan Transportation Management Systems Issued Shipping Instructions & Routing Guide **UPDATES AS OF June 2022**

**Effective Date: July 2022**

Here are the updated routing directives for Schindler's material suppliers. This guide supersedes all previous versions. The directions in this guide are valid as of July 2022, and should be implemented on that date.

## **Schindler has selected Ruan Transportation as our new freight logistics supplier, replacing Neovia Logistics.**

RUAN Transportation continues on as Schindler Elevator's Third Party Provider for all aspects of transportation services and support. There are changes here from the prior directives that were released in 2021, so we ask that you again read, and thoroughly familiarize yourself with all the details of this new guide. However briefly, here are some of the changes and highlights of this new guide:

- 1** All North American freight will need to be booked through Ruan's portal. All internal Schindler's freight will need to be booked through SAP.
- 2** As a reminder, International shipments are handled directly through Expeditors. Please refer to the International tab for reference and online address on how to book your shipments.
- 3** When shipping with DHL, please mark the field "Duties and Taxes" with the same account number to expedite customs clearance.
- 4** Reminder: Transportation expense control remains a critical focus area for Schindler. You should use this tool to self guide you on how to ship material. **Note, you still need to get specific direction on LTL, larger truck and air shipments.** Be aware deviations from these specific directions could subject your company to charge backs!
- 5** Clarifying, **LTL shipments need to be scheduled through RUAN.** Reminder: Schindler's parcel activity remains with their sole supplier, FEDEX. However, we need to caution you against over interpreting FEDEX Freight. FedEx has many different operating divisions. Therefore, do not assume it is okay to interchangeably use all divisions and/or services of UPS or FedEx. For example, you should not be using the LTL division of FEDEX known as FEDEX Freight.
- 6** Reminder: This guide is intended to direct the shipping activities of material suppliers to Schindler and Schindler Subsidiaries. The contents here should not be disclosed, or shared with any carriers.

Contact information is provided in the Contact's tab.

Schindler Elevator  
**Ruan Transportation Management Systems**  
**DOMESTIC Shipping Instructions & Routing Guide**  
**EFFECTIVE July 2022; UPDATED June 21, 2022**

**Ruan Contact Info**

Phone: 515-235-4537  
Email: [Schindler@Ruan.com](mailto:Schindler@Ruan.com)

**Shipping Instructions & Mode Selection**

**Truckload and Less than Truckload (LTL) (GREATER THAN 150 LBS)**

**Criteria:**

US Shipments weighing more than 150 LBS

**Instructions**

Please book shipments via online portal: [Ruan Portal](#)

Address: <https://logistics.Ruan.com/GC3/glog.websrvr.servlet.umt.Login>

Truckload shipments will be picked up within 48 hours of booking.

LTL booking requests received by noon CT will be routed for same day pickup.

Ruan will route and coordinate pickup with the preferred motor carrier and provide pickup details.

Shipment and paperwork should be ready by the time carrier arrives.

Paper work: see paperwork requirements below

**If you need to cancel or modify a shipment after it has been submitted, please contact Ruan via phone or email: [Schindler@Ruan.com](mailto:Schindler@Ruan.com)**

**Ruan Order Entry Portal:** [Ruan Portal](#)

**Parcel Freight (LESS THAN 150 LBS)**

**Criteria:**

TOTAL shipment weighs less than 150 LB

Individual package weight is less than 100LB

Individual package length is less than 108 inches, and less than 165 inches combined length + width + height.

Package not packed in wood container

**Instructions**

Freight should be booked **"Freight Collect"**. **If shipping to a job site, choose "Freight Collect" Bill third party.**

Please use **FEDEX Ground Service** charged to Schindler Parcel Account numbers (please contact your material planner for the account to use).

Shipments to **Hawaii or Alaska**, ship via FEDEX Air Parcel using **Priority Overnight Air Service**

Shipments to **Puerto Rico** ship via FEDEX Air Parcel using **International Priority Air Service** for standard orders.

Do not declare a value for insurance purposes, Schindler self insures

**Premium Freight - Expedited Freight**

**Criteria & Instructions**

For Premium freight, please mark it as Expedite. It will not be scheduled without prior authorization from Schindler Elevator.

Please contact Ruan for instructions.

**Any Fixed Shipping/Sailing Schedules provided by Ruan will supersede these routing instructions.**

**Paperwork Requirements and Supplier Expectations and Requirements remain unchanged.**

**Paperwork Requirements**

- Reference Schindler Purchase Order in the body of the Bill of Lading (BOL)
- Schindler Purchase Orders are ten (10) digits, beginning with a "45" (example: 4502909812) or "47" (example: 4700089115)
- Pre-populated Bill of Lading will be e-mailed to Supplier by Ruan prior to carrier pick up
- All shipments must include a packing list
- Customs documents must accompany international shipments
- Use commodity descriptions associated with the provisions of the National Motor Freight Classification. These descriptions should be noted next to the commodity descriptions on the BOL.
- Consolidate one days worth of shipments on one BOL
- Hazardous materials should be classified, packaged, labeled, and shipped by DOT regulations
- Ruan will be providing a BOL to use for shipment; if you wish to use your own BOL, please notate Freight terms for all shipments as Third Party, payable to:

**Schindler Group C/O Ruan**  
**PO BOX 9319**  
**Des Moines, IA 50306**

**Supplier Expectations and Requirements**

- Supplier is expected to use only the carrier provided to them by Ruan
- Suppliers are not to coordinate expedites. Expedite shipments require Schindler approval via Ruan.
- Ruan should be contacted regarding any transportation related questions. (SEE BELOW)
- Paperwork should be filled out according to the paperwork requirements on page one
- Failure to consolidate may result into additional supplier charges
- Late shipping orders should be communicated with your planning contacts at Schindler
- Carrier issues should be communicated and resolved through Ruan

**Ruan Transportation Management Systems Contact Info**

Phone: 515-235-4537  
Email: [Schindler@Ruan.com](mailto:Schindler@Ruan.com)

Schindler Elevator  
**Ruan Transportation Management Systems**  
**North America (Canada, Mexico & US Territories)** Shipping Instructions & Routing Guide  
**EFFECTIVE July 2022**  
**UPDATED June 21, 2022**

**Shipping Instructions & Mode Selection**

**FROM CANADA**

**Small Package (LESS THAN 150LB)**

**Criteria:**

TOTAL shipment weighs less than 150 LB  
Individual package weight is less than 100LB  
Individual package length is less than 108 inches, and less than 165 inches combined length + width + height.  
Package not packed in wood container

**Instructions**

Freight should be booked **"Freight Collect"**

Carrier: **FEDEX**

Method: **Ground**

Account #: Contact your material planner for the Schindler account to use

Contact: [www.fedex.com](http://www.fedex.com)

FEDEX will clear customs using their own brokerage

**FROM MEXICO**

**Small Package (LESS THAN 150LB)**

**Criteria:**

TOTAL shipment weighs less than 150 LB  
Individual package weight is less than 100LB  
Individual package length is less than 108 inches,  
Package not packed in wood container

**Instructions**

Freight should be booked **"Freight Collect"**

Carrier: **FEDEX**

Method: **International Economy**

Account #: Contact your material planner

Contact: [www.fedex.com](http://www.fedex.com)

FEDEX will clear customs using their own brokerage

**For 500 orders, please use International Pricing**

**Canada and Mexico: Truckload and Less than Truckload (LTL) (GREATER THAN 150 LBS)**

**Criteria:**

Shipments weighing more than 150 LBS  
Individual package weight greater than 100 Lbs  
Individual package length is greater than 108 inches, or greater than 165 inches combined length + width + height.  
Wood or cardboard packaging

**Instructions**

Please book shipments via online portal: [Ruan Portal](http://Ruan Portal)

Address: <https://logistics.ruan.com/GC3/qlog.webservice.servlet.umt.Login>

Truckload shipments will be picked up within 48 hours of booking.

LTL booking requests received by noon local time will be routed for same day pickup.

Ruan will route and coordinate pickup with the preferred motor carrier and provide pickup details.

Shipment and paperwork should be ready by the time carrier arrives.

Paper work: see paperwork requirements below

**Puerto Rico & US Territories (GREATER THAN 150 LBS)**

**Criteria:**

Shipments weighing more than 150 LBS (Or individual package weight greater than 75 Lbs)

**Instructions**

Please book shipments via online portal: [Ruan Portal](http://Ruan Portal)

Address: <https://logistics.ruan.com/GC3/qlog.webservice.servlet.umt.Login>

Booking requests will be processed and confirmed within 24 hours

Ruan will route and coordinate pickup with the preferred motor carrier and provide pickup details.

Shipment and paperwork should be ready by the time carrier arrives.

Paper work: see paperwork requirements below

**Expedite (All regions)**

**Criteria:**

Shipments weighing more than 150 LB with time definite requirements

**Instructions**

Please contact Ruan

**Premium freight will not be scheduled without prior authorization from Schindler Elevator**

Expedite booking requests received after noon Local time will be routed for pickup following day.

Expedite booking requests received by noon Local time will be routed for pickup same day.

Ruan will route and coordinate pickup with the preferred freight carrier and provide pickup details.

Shipment and paperwork should be ready by the time pickup carrier arrives.

Paper work: see paperwork requirements below

**Paperwork Requirements**

- Reference Schindler Purchase Order on the Bill of Lading
- Schindler Purchase Orders are ten (10) digits, beginning with a "45" (example: 4502909812) or "47" (example: 4700089115)
- Pre-populated BOL will be e-mailed to Supplier by Ruan prior to carrier pick up
- All shipments must include: a packing list
  - Packing List
  - Commercial Invoice
  - USMCA Certificate
  - Bill of Lading
  - Custom Export Documentation
- Orders should be consolidated onto one Shipment (Master BOL)
- Freight Terms are Freight Collect

**CUSTOMS INFO:**

**Schindler Canada (Import)**

UPS Supply Chain Solutions  
1930 Derry Road East  
Mississauga ON L5S 1E2  
(905) 678-3821  
(905) 671-5454 [Cindy.koroscil@ups.com](mailto:Cindy.koroscil@ups.com)

**CANADA TO US:**

**Schindler USA (Import)**

FedEx Trade Networks  
128 Dearborn St  
Buffalo NY 14207  
(716) 879-1075

**MEXICO TO USA:**

**Schindler USA (Import)**

FedEx Trade Networks  
8202 KILLAM INDUSTRIAL BLVD  
LAREDO TX 78045  
956-791-8700

**Ruan Contact Info**

Phone: 515-235-4537

Email: [Schindler@Ruan.com](mailto:Schindler@Ruan.com)

Schindler Elevator

## Ruan Transportation Management Systems Contact Listing

**EFFECTIVE July 2022** / UPDATED June 21, 2022

### Corporate Headquarters

Ruan Transportation Management Systems  
666 Grand Ave  
Des Moines, IA 50309  
USA  
866-782-6669

### Order Entry Portal:

[Ruan Portal](#)

Web Link: <https://logistics.ruan.com/GC3/glog.websrvr.servlet.umt.Login>

### Ruan

Department	Contact Name	Email	Office Phone	Mobile Phone
Managed Transportation Team	Ruan Team	<a href="mailto:schindler@ruan.com">schindler@ruan.com</a>	515-235-4537	
Managed Transportation Business Manager	Justin Eloe	<a href="mailto:jeloe@ruan.com">jeloe@ruan.com</a>	515-245-2529	217-259-3851
Managed Transportation Business Supervisor	Valerie Ng	<a href="mailto:vng@ruan.com">vng@ruan.com</a>	515-235-4487	818-281-9294
Senior Managed Transportation Specialist	Chelsey White	<a href="mailto:cwhite@ruan.com">cwhite@ruan.com</a>		214-497-7220
Managed Transportation Specialist	Srey Phiv-Boriboun	<a href="mailto:sphivbor@ruan.com">sphivbor@ruan.com</a>	515-215-7209	641-780-5096
Managed Transportation Specialist	Ken Thomas	<a href="mailto:kthomas@ruan.com">kthomas@ruan.com</a>		515-333-3650
Managed Transportation Specialist	Austin Williamson	<a href="mailto:awilliam@ruan.com">awilliam@ruan.com</a>		712-261-0132
Associate Managed Transportation Specialist	Shelby Parker	<a href="mailto:shparker@ruan.com">shparker@ruan.com</a>	515-215-7188	

Schindler Elevator  
Ruan Transportation Management Systems Issued  
International Shipping Instructions & Routing Guide  
**EFFECTIVE APRIL 2021/ UPDATED June 21st, 2022**

Expeditors Contact Info

Email: [bwi-schindler-acctmngt@expeditors.com](mailto:bwi-schindler-acctmngt@expeditors.com)

Shipping Instructions & Mode Selection

**Small Package and Heavy Air**

**Criteria**

Shipments weighing less than 125 KG with time definite requirements  
Orders requiring expedited shipment (above ocean)

**Please use**

Carrier: DHL Express

Method: DHL Import Express Worldwide

Account #: Please contact your material planner for the Schindler account to use

Contact: [DHL Global Locations](#)

Mark Duties and Taxes with the same account number to prevent a customs hold.

Freight should be booked **"Freight Collect"**

**LCL**

**Criteria:**

Shipments occupying less than 12 cubic meters

Not time critical: Transit is typically 10 days longer than Full Container

**Instructions**

Please book shipments via Expeditors Online web tool

<https://portal.expeditors.com/expo/login>

LCL booking requests will be processed and confirmed within 24 hours

Expeditors will coordinate and provide pickup details.

Shipment and paperwork should be ready by the time pickup carrier arrives.

Paper work: see paperwork requirements below

**Air Freight**

**Criteria:**

Shipments weighing more than 125 KG with time definite requirements

**Instructions**

Please book shipments via Expeditors Online web tool

<https://portal.expeditors.com/expo/login>

Expeditors will coordinate and provide pickup details.

Shipment and paperwork should be ready by the time pickup carrier arrives.

Paper work: see paperwork requirements below

**Ocean**

**Criteria:**

Shipments greater than 12 cubic meters

**Instructions**

Please book shipments via Expeditors Online web tool

<https://portal.expeditors.com/expo/login>

Ocean bookings will be processed and confirmed within 24 hours of receipt.

Expeditors will coordinate and provide pickup details.

Shipment and paperwork should be ready by the time pickup carrier arrives.

Paper work: see paperwork requirements below

**Paperwork Requirements**

- Reference all Schindler Purchase Order on the Waybill
- Schindler Purchase Orders are ten (10) digits, beginning with a "45" (example: 4502909812) or "47" (example: 4700089115)
- All shipments must include:
  - Packing List
  - Commercial Invoice
  - Waybill
  - Custom Export Documentation
- Orders should be consolidated onto one Shipment (waybill)
- INCO Terms are FCA
- Upload all shipping documents in the online web tool