

# US Domestic Freight Routing Guide

*Instructions apply to ALL US domestic shipments where Raytheon pays freight.*

Raytheon has migrated to a dedicated Transportation Management System (TMS) for booking and management of all domestic shipments.

The TMS is operated and managed by RXO Connect. The system will optimize a supplier's shipment based on current RTX carrier agreements, considering shipment weight, dimensions, transit times, as well as required delivery dates.

Suppliers are expected to use the TMS system in lieu of all previous domestic transportation PO instructions. The TMS (RXO Connect) will be the only approved solution for RMD & RIS paid freight. Failure to follow given shipping instructions could lead to chargebacks.

## ▪ **Creating a Login and Accessing RXO Connect:**

- To create a login, visit the RXO user validation site:  
<https://forms.office.com/r/Z3k7mXqLhh>
- Users that already have a user login, can proceed directly to  
<https://customer.rxoconnect.rxo.com/>
- Troubleshooting Steps
  - Logins are designed to deactivate after 90 days, if your account has been deactivated, please follow the reactivation process by completing the Validation Form again and select "Reactivation".
  - Logins should not be shared, please create individual logins for each user.
  - Supported browsers include Google Chrome and Microsoft Edge

## ▪ **RXO Connect Instructions and Guidelines**

- Full RXO Connect User Manual is available at:  
<https://engage.rxo.com/connect-training/c/ns2sugcbuays6zi5fttm/>
  - Password: KJmYIBl0gUjr!fVsIshL
- Packaging Instructions
  - **Small Parcel**
    - Package Weight – Must not weigh over 100 lbs. (Gross or dimensional / Greater of the two).
    - Surface / Ground Routing is Raytheon Technologies preferred method of shipping.
    - Air / Expedited Routing will be controlled through the Required Delivery Date (RDD).
    - Note: If expecting a small parcel carrier for your shipment and an Air Freight or LTL Carrier is provided in lieu of a small parcel carrier, then the packages MUST be palletized for the Freight Carrier.

## US Domestic Freight Routing Guide

- **Freight – Less Than Truckload (LTL) or Air Freight**
  - All Freight Shipments must be palletized or in containers that can be moved with a forklift.
  - Shipment Weight MUST be over 100 lbs.
  - Shipments MUST be six pallets or less (based on the standard pallet size of 48" x 40" x 48").
- **Instructions for Truckloads**
  - A dedicated truckload is typically defined as a shipment greater than 7 pallets or 10,000 lbs and move in an enclosed dry van.
  - Dedicated truckload shipments will follow the appropriate RI&S or RMD routing guidance:
    - For RI&S shipments, dedicated truckloads are to be booked by emailing [ris\\_dom\\_trans@rtx.com](mailto:ris_dom_trans@rtx.com). A member of the Freight Management team will work directly with you to coordinate the shipment booking.
    - For RMD shipments, dedicated truckloads are to be booked by emailing [RMD.Domestic.Traffic@RTX.Com](mailto:RMD.Domestic.Traffic@RTX.Com). A member of the RMD Logistics Management team will work directly with you to coordinate the shipment booking.
    - For freight shipments with special handling above normal considerations (Classified, High Explosives, and oversized), reach out to your corresponding RIS or RMD transportation contacts for shipment specific instructions.
- **Shipping Guidelines**
  - Consolidate multiple handling units shipping to the same destination into one shipment.
  - Do NOT send Prepaid and Cash on Delivery Inbound shipments.
  - Seller shall be liable for and pay all freight charges in the event that Seller uses an unauthorized freight forwarder or carrier to ship goods.
  - Do NOT Insure or Declared Value on any shipment.
  - For carrier specific concerns on routing and optimization, utilize the RXO Control Tower first for shipment resolution, then as a secondary escalation, you may reach out to your RIS/RMD transportation team.
- **Points of Contact**
  - RXO Connect
    - [rtx\\_inbound@rxo.com](mailto:rtx_inbound@rxo.com) & (248) 213-7043 Mon-Fri 0700-2100 ET
    - Holiday/After Hours Number: (248) 213-7043
  - RIS Transportation
    - Freight Management team inbox: [ris\\_dom\\_trans@rtx.com](mailto:ris_dom_trans@rtx.com)
  - RMD Transportation
    - Transportation and Logistics: [RMD.Domestic.Traffic@RTX.Com](mailto:RMD.Domestic.Traffic@RTX.Com)
  - Carrier Contacts
    - FedEx Express & Ground: 800-463-3339

## US Domestic Freight Routing Guide

- FedEx Freight: 866-393-4585
- UPS Supply Chain Solutions: 800-443-6379

### ▪ **FAQ**

- How long will it take to get shipment documents?
  - Documents should be available within 3 minutes of order creation.
  - Hazardous shipment documents should be available within 15 minutes of creation.
- Where do I get the label?
  - Shipping documents are found under the Documents tab in either the Order or Shipment view.
- How do I know whether my shipment is for RMD or RIS?
  - For shipments with a Raytheon PO, you can find the business unit identifier in the upper right corner of the PO.
- What do I do if I don't have a PO number?
  - If shipping a 3rd party shipment without a Raytheon PO, in the order creation screen select 'No PO Available'.
- How do I schedule a pickup?
  - Book your shipment first in Connect, then based on the optimized carrier selection use the below information, have your shipment details and tracking number/PRO available:
    - For FedEx Parcel shipments (Express and Ground), call 800-GoFedEx (800-463-3339), also know if your shipment is Express, Ground
    - For FedEx Freight (LTL) shipments, call 866-393-4585
    - For UPS SCS (Heavy Weight Air) shipments, call 800-443-6379 and have the booked PRO number available and UPS SCS account number found in the note section of the BOL.
- What kind of support does the RXO Control Tower provide?
  - The RXO Control Tower provides shipment level support, in the form of order submission, mode optimization, shipment booking, and in transit support.
- Will I need a Raytheon FedEx account number?
  - No, shipments are booked directly with FedEx through RXO Connect. To schedule a pickup, only a valid tracking number is required.
- Can I still book my shipments directly with the carrier; bypassing the need for Connect?
  - No, RXO Connect is Raytheon's TMS solution and shipments must be booked through Connect.
- What documents will I get for my shipment?
  - For parcel shipments, Connect will provide the carrier parcel label. This should be securely attached to the outer packaging.
  - For freight shipments (LTL and Heavy Weight Air), a Bill of Lading (BOL) will be provided as well as a 6-part freight label. Have two copies

## US Domestic Freight Routing Guide

of the BOL ready for the driver at pickup and attach one of the freight labels to each handling unit.

- Where do I find the RDD for my shipment?
  - The RDD (Required Delivery Date) is found on the PO in the line item section under 'Delivery Date'.
  - Note that there could be different RDDs for each PO line item. Be sure to only use the RDD for items that are included in the shipment being booked.
- My PO is for Enterprise Services, not for RIS or RMD, what specific guidance do I have?
  - For Enterprise Services shipments, select 'RMD' for your business unit while shipping and for assistance, the RMD team will be able to support.
- What if my PO is approved for early delivery, do I enter a different RDD while creating an order?
  - No, keep the RDD as is, Connect will optimize the shipment with ground transportation which will still qualify as a method for early delivery.
- My buyer has directed me to expedite my shipment, how do I do that?
  - Use the new date provided by the buyer as the RDD while creating a shipment.
- My RDD is today or in the past, what date do I use as my delivery date?
  - For the late delivery date, it needs to be a future date, not the same day as the pickup. Please consult your buyer if your shipment requires expedited shipping methods, in most cases you will select 5 business days out as your late delivery.
- Do I ship old POs with the new shipping instructions?
  - Yes, once you have credentials to ship in RXO Connect, you can book shipments for all POs, including old POs, in RXO Connect.
- How do I add shipping insurance?
  - Just as before, PO terms will dictate FOB terms, you would not select or purchase optional cargo insurance.
- Where can I find additional training and resources?
  - The Raytheon Supplier Portal, under "Shipping"  
[https://www.raytheon.com/suppliers/supplier\\_resources](https://www.raytheon.com/suppliers/supplier_resources)
  - RXO Connect manual and training resources:  
<https://engage.rxo.com/connect-training/c/ns2sugcbuays6zi5ftm/>

