



REMINDER January 6, 2026

September 4, 2025

Pallet Use and Trailer Loading Requirements

Please distribute immediately to Traffic/Shipping Facility Management and all applicable contacts.

NOTE: This notification is not applicable to Macy's Backstage. Macy's Backstage vendors should refer to the [Macy's Backstage Routing Guide](#).

To ensure safe, smooth operations and timely processing within our Supply Chain network, please be aware of all shipping requirements as outlined in the Macy's [Routing Guide](#).

This memo is reinforcement of the requirements specific to the use of pallets. Non-compliance with these standards may result in:

- Delays in shipment processing; in extreme situations, shipments will be returned to the vendor. Vendors will bear the full expense of all returned shipments.
- Unsafe conditions, including OSHA violations.
- Expense Offsets will be effective February 1, 2026

The designated carrier mode (Trailer Load, Intermodal, or LTL) is included in the email notification from Macy's Transportation. Refer to this notification to determine the correct shipping mode.

Please review the [Routing Guide](#) for details of all requirements, including but not limited to:

- **Trailer and Intermodal Shipments:**
 - Floor loaded ONLY; "high and tight". If an exception is approved, see LTL pallet guidelines below.
 - Trailer loading must be completed within 2 hours of carrier arrival.
 - Cube and weight must be accurately submitted on the Macysnet Shipment Request.
- **LTL (Less than Truckload) Shipments:**
 - Shrink-wrapped pallets ONLY.
 - **Pallets may not be double stacked.**
 - When possible, all cartons being shipped to the same final destination Distribution Center should be combined on a single pallet(s), to reduce pallet volume.
 - To maximize pallet efficiency, pallets being routed to a merge center may contain multiple final destination Distribution Centers.
 - All cartons on pallets must:
 - Be securely shrink wrapped.
 - Fit within the pallet footprint, i.e., no overhang.
 - Be stacked to a maximum height of 96".
 - FedEx allows a maximum of 8 pallets per trailer. All other carriers allow a maximum of 10 pallets per trailer.

Thank you in advance for your attention to these requirements and your partnership in maintaining a safe, efficient and reliable supply chain.

Questions may be addressed to your Macy's Transportation representative.