Company Shipping Policy

AT A GLANCE

This policy covers requirements for using Southwest Airlines shipping accounts for business-related shipments. When shipping for the Company, use the lowest-cost service that meets the business need and do not use Company shipping accounts for personal shipments.

Who this applies to

All Personnel who use or manage Company shipping accounts or carrier relationships.

What's changing

Initial publication in the standard Company policy format. Content migrated from the Southwest Airlines Company Shipping Policy, with roles and responsibilities, definitions, procedures, and compliance provisions added.

Effective Date

Nov. 5, 2026

Purpose

This Policy provides shipping requirements and instructions for personnel using Southwest Airlines shipping accounts. The document explains how to choose the right shipping method, complete the required documentation, and know when to contact Southwest Global Logistics. As a guiding principle, always select the **lowest-cost service that meets the business need**.

Scope

This Policy applies to all Personnel who initiate, approve, or manage shipments using Company-provided shipping accounts or carrier relationships. It covers domestic and international parcel shipments, less-than-truckload (LTL) freight, hazardous materials (HAZMAT), and non-standard or specialized freight. Personal shipments are excluded; Company shipping accounts may not be used for personal shipments under any circumstance.

Policy Statement

All shipments must comply with applicable federal, state, and local laws and regulations, including without limitation U.S. Department of Transportation (DOT) hazardous materials regulations (49 CFR), Export Administration Regulations (EAR), International Traffic in Arms Regulations (ITAR), Office of Foreign Assets Control (OFAC) sanctions programs, and U.S. Customs and Border Protection requirements. Personnel are prohibited from shipping any item that would violate applicable law or regulation.

Company Shipping Policy

General Shipping Requirements

Personnel must ship parcels of 150 lbs. or less via FedEx Express, domestic LTL shipments over 150 lbs. via FedEx Freight, and HAZMAT shipments via FedEx Ground. Personnel must select the lowest-cost service that meets the business needs. FedEx 2Day is the preferred service, and **overnight services are reserved for documented urgent requirements**.

For oversized, specialized, international, air, or ocean freight—or anything outside standard FedEx Express and FedEx Freight guidelines—Personnel must contact Southwest Global Logistics at WNShipping-DG@wnco.com.

IMPORTANT

Southwest Airlines shipping accounts are strictly limited to authorized, business-related shipments. Personal use of Company shipping accounts is prohibited and may constitute misappropriation of Company resources.

Quick Reference

Shipment Type	Service
Domestic parcel ≤ 150 lbs.	FedEx 2Day (preferred)
Urgent or next-day parcel	FedEx Standard Overnight or Priority Overnight
International parcel ≤ 150 lbs.	FedEx International Priority (with Commercial Invoice)
HAZMAT shipments	FedEx Ground
Domestic LTL ≥ 151 lbs.	FedEx Freight Priority
FTL, flatbed, air, ocean, or oversized	Contact WNShipping-DG@wnco.com
Personal shipments	Not permitted on Company accounts

FedEx Express — Parcel Shipping

Personnel must use FedEx Express for domestic parcel shipments weighing 150 lbs. or less. FedEx 2Day is the preferred service and best value. Standard Overnight and Priority Overnight may be used only when a documented business need requires expedited delivery. For international parcel shipments weighing 150 lbs. or less, Personnel must use FedEx International Priority.

Size and weight limits. Maximum 150 lbs. per package; maximum length 108 inches; maximum length plus girth 165 inches, where girth equals (2 × width) + (2 × height). Packages that exceed these limits must be reviewed by WNShipping-DG@wnco.com before shipment. Shipments exceeding these limits require prior approval. Unapproved shipments may be refused or returned, and any associated costs will be charged to the shipping department's cost center.

Preferred Service Selection

Service	Usage Guidance
FedEx 2Day	Preferred service and best value; delivery by 4:00 p.m. on the second business day.
FedEx Standard Overnight	Next-business-day delivery required; delivery by 3:00 p.m. the next business day.
FedEx Priority Overnight	Critical business needs requiring earliest possible delivery; delivery by 10:30 a.m. the next business day.

FedEx Ground (Domestic Only)

FedEx Ground is used primarily for HAZMAT shipments and other specialized requirements. Personnel must not use FedEx Ground as the default service for routine parcel shipments.

- All HAZMAT shipments must be prepared, labeled, and documented in strict compliance with 49 CFR and applicable FedEx Ground HAZMAT shipping requirements.
- Personnel must use FedEx Passkey to create all FedEx Ground shipments.
- Manual or pre-printed FedEx air waybills must not be used.

Company FedEx account numbers are confidential and must not be shared with any third party, including vendors, personal contacts, or unauthorized Personnel. Unauthorized disclosure of account credentials may result in disciplinary action.

International Parcel Shipping

All Employees who use International Parcel Shipping are required to complete the Learning Management Systems (LMS) Import and Export Compliance Awareness Training.

Personnel must ship international parcels weighing 150 lbs. or less via FedEx Express. Both the airbill and the Commercial Invoice must be created in FedEx Passkey, or a shipper-prepared Commercial Invoice may be uploaded. The shipper is solely responsible for ensuring that all customs documentation is complete and accurate, including item descriptions, declared values, quantities, Harmonized Tariff Schedule (HTS) codes, country of origin, and Export Control Classification Numbers (ECCNs).

Incomplete or inaccurate customs documentation may result in shipment delays, detention, additional duties or fees, regulatory penalties, or seizure by customs authorities. Personnel must contact WNShipping-DG@wnco.com before shipping if there is any uncertainty regarding export controls, sanctions screening, HTS classification, or customs documentation requirements.

FedEx Freight — LTL Shipping

Personnel must use FedEx Freight for domestic LTL shipments weighing 151 lbs. or greater, including palletized, large, or heavy shipments that exceed FedEx Express parcel limits. All LTL shipments must include a valid purchase order (PO) number on the Bill of Lading. Vendors and internal shippers are responsible for ensuring that PO numbers are accurate and correspond to approved purchase orders.

Size and Weight Limits	Requirement
Minimum shipment weight	151 lbs.
Standard pallet size	48″ × 40″
Maximum pallet height	72 inches, including pallet
Maximum pallet weight	2,000 lbs. per pallet
Maximum pallets per BOL	8 pallets
Freight type	Stackable whenever possible

Packaging and consolidation. Shipments must be tendered on standard 48″ × 40″ pallets and securely wrapped, banded, or otherwise secured with no overhang, in accordance with current FedEx Freight packaging and palletization guidelines. Personnel must not exceed eight pallets per Bill of Lading to the same consignee on the same day and should consolidate shipments whenever practical. Full packaging guidelines are available in the FedEx Freight Packing Guides listed under Resources and References.

Non-Standard and Specialized Shipments

For any non-standard shipment that requires specialized transport, documentation, customs support, or project coordination, Personnel must contact Southwest Global Logistics at WNShipping-DG@wnco.com. Examples include international, FTL, flatbed, air, and ocean freight; oversized or expedited shipments; aircraft engines and components; project cargo; heavy-haul moves; and questions regarding HTS codes, country of origin, or ECCNs.

Personnel must not tender non-standard shipments to any carrier without prior written authorization from Southwest Global Logistics.

Training

All Employees who use International Parcel Shipping are required to complete the Learning Management Systems (LMS) Import and Export Compliance Awareness Training. Personnel who prepare, offer, or tender HAZMAT shipments must satisfy applicable 49 CFR hazardous materials training requirements before doing so. Shipping questions and guidance requests may be directed to Southwest Global Logistics at WNShipping-DG@wnco.com.

Procedures

Personnel must follow the steps below for every shipment tendered on a Company shipping account.

- Confirm that the shipment is business-related and supported by a documented business need.
- Determine the weight, dimensions, destination, and whether the shipment contains hazardous materials.
- Select the carrier and service using the Quick Reference in General Shipping Requirements; default to FedEx 2Day unless an expedited service is required.

- Create the shipment in FedEx Passkey. Do not use manual or pre-printed air waybills.
- For international shipments, complete the Commercial Invoice with accurate descriptions, declared values, quantities, HTS codes, country of origin, and ECCNs.
- For LTL shipments, include a valid PO number on the Bill of Lading and palletize within the stated size and weight limits.
- For any non-standard shipment, email WNShipping-DG@wnco.com and obtain written authorization before tendering the shipment.

The summary below highlights the most common shipping decisions; it does not replace the requirements stated above.

DO

- Select the lowest-cost service that meets the business needs.
- Create every shipment in FedEx Passkey.
- Include a valid PO number on every Bill of Lading.

DON'T

- Ship personal items on Company shipping accounts.
- Share Company FedEx account numbers with third parties.
- Use manual or pre-printed FedEx air waybills.

ASK

- A package exceeds the stated size or weight limits.
- HTS, country of origin, or ECCN classification is unclear.
- Freight is oversized, international, air, or ocean.

Roles & Responsibilities

Role	Responsibility
Personnel	Comply with this Policy; select the lowest-cost service that meets the business need; prepare complete and accurate shipping and customs documentation; use Company shipping accounts only for authorized business shipments; and safeguard Company account numbers.
Leaders	Ensure that their teams follow this Policy; confirm a documented business need before approving overnight or expedited service; and monitor department shipping activity and spend.
Southwest Global Logistics	Maintain carrier relationships and shipping account controls; review and authorize non-standard, oversized, and specialized shipments; provide guidance on HTS, country of origin, ECCN, and customs documentation; and serve as the point of contact at WNShipping-DG@wnco.com.
Vendors, Suppliers, and Contractors	Include a valid PO number on every Bill of Lading; follow Company packaging and palletization requirements; and keep Company account credentials confidential.

Compliance & Enforcement

All Personnel must comply with this Policy. Failure to do so may result in disciplinary action, up to and including termination of employment or contract, and may expose the Company to regulatory penalties. Non-compliant shipments may be refused, returned, or held at the shipping department's cost. When in doubt regarding any shipment type, classification, documentation requirement, or carrier selection, Personnel must contact WNShipping-DG@wnco.com before tendering the shipment. Southwest Global Logistics monitors carrier activity and account usage.

Amendment and Controlling Version

Southwest Airlines may amend or discontinue this policy at any time. The version published in the Policy Hub on SWALife is the controlling version. Printed, downloaded, saved, or otherwise copied versions are for reference only and may not reflect the most current version.

Definitions

Term	Definition
Bill of Lading (BOL)	The transport document issued for a freight shipment that identifies the shipper, consignee, commodity, and applicable PO number.
Country of Origin (CoO)	The country in which goods were manufactured, produced, or grown, as declared on customs documentation.
ECCN	Export Control Classification Number; the alphanumeric code used to identify items subject to the Export Administration Regulations.
FTL	Full truckload; a shipment that occupies an entire trailer.
HAZMAT	Hazardous materials regulated for transport under 49 CFR.
HTS	Harmonized Tariff Schedule; the classification system used to determine duties on imported goods.
LTL	Less-than-truckload; freight that does not require an entire trailer, generally 151 lbs. or greater.
FedEx Passkey	The FedEx shipping application Personnel must use to create Company shipments and associated documentation.
Personnel	Southwest Airlines Co. Employees, contractors, suppliers, vendors, temporary workers, and authorized agents subject to this Policy.

Resources & References

The resources below support the requirements stated in this Policy.

Document	Link / Location
Southwest Global Logistics	WNShipping-DG@wnco.com
FedEx Freight Packing Guides	fedexfreight.com/en-us/rate-ship/shipping/packing-guides
Hazardous Materials Regulations	49 CFR and IATA DGR
Export Administration Regulations (EAR)	U.S. Department of Commerce, Bureau of Industry and Security
International Traffic in Arms Regulations (ITAR)	U.S. Department of State, Directorate of Defense Trade Controls
OFAC Sanctions Programs	U.S. Department of the Treasury, Office of Foreign Assets Control
U.S. Customs and Border Protection Requirements	cbp.gov

Revision Highlights

Version	Date	Description of Changes	Revised By
26-01	11/05/2026	Content has been restructured from the prior *Company Shipping Policy* into the standard Company policy format, with roles and responsibilities, definitions, procedures, and compliance provisions added. • Carrier and service-level requirements consolidated into a single Quick Reference. • Roles and responsibilities, definitions, and enforcement provisions added.	Supply Chain Management
25-01	02/27/2025	N/A	N/A