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14390 Clay Terrace Blvd., Suite 205 • Carmel, IN 46032

To Our Valued Suppliers:

Inbound Routing Guide

Please read the enclosed Inbound Routing Guide for TC Heartland, LLC, dba Heartland Food Products Group (HFPG). Please forward copies to your transportation department and all shipping locations. In the event that HFPG and Supplier are parties to a written agreement signed by both parties, the terms of the written agreement shall prevail over any conflicting terms in this Inbound Routing Guide.

The instructions in this routing guide are an integral part of your agreement with HFPG. Nonconformance with these guidelines can lead to delayed payments, result in chargebacks to your company for the cost of handling delays or the cost of freight, and result in the rejection of shipments as identified in this guide.

Thank you for your cooperation.



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PURPOSE

The purpose of this procedure is to identify shipping practices and simplify processes to support HFPG as it relates to shipments to our Indiana and third-party manufacturing facilities. **All moves must be identified by Purchase Order numbers.**

GOAL

The goal of this guide is to provide contact information, routing instructions, packaging and palletization information, and dock availability to ease supplier routing decisions, reduce costs, and ease dock congestion.

FREIGHT TERMS

COLLECT SHIPMENTS

Please ship all orders freight collect **unless**:

- The purchase order terms are prepaid; or
- The order is shipped to a facility other than HFPG and HFPG has agreed to pay freight charges; these orders should ship 3rd party billing*; or
- The terms are prepaid and add. (The supplier pays freight and bills HFPG back on their invoice for the material shipped).

PREPAID SHIPMENTS

HFPG purchase orders ("PO") with prepaid freight should be routed by shipper. Please follow shipping guidelines for trailer and security requirements set forth in this guide.

***For collect and 3rd party billing shipments, carriers will have all loads tendered through the E2Open TMS (Formerly BluJay Solutions TMS) and will utilize the internal billing process WebSettle. No invoices requiring manual entry will be accepted.**

SUPPLIER REQUIREMENTS

The HFPG purchase order is the guiding document for shipping. The supplier/shipper must provide all HFPG **purchase order numbers on the bill of lading ("BOL")**. If multiple purchase orders are contained in the same shipment, all purchase orders must be referenced. Shipper BOL's must reference the delivery address from the PO, as well as be shipped to meet the due date. In addition, the manufacturing site noted on the PO should also be referenced on the carrier BOL. In some cases deliveries may be shipped early/late but only after **approval from the material planner who wrote the PO**. All systems, records and documents should reference the agreed upon delivery date. Failure to provide the purchase order number or follow these instructions may result in delay of payment and/or noncompliance charges.



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E2Open TRANSPORTATION MANAGEMENT SYSTEM

E2Open Transportation Management System has been selected by HFPG as the method of management for all shipments paid for by HFPG. It is the method to be used for all load tenders through EDI transmission and is used for all audits and invoice generation. For POs written under collect freight terms, an advanced shipment notification (ASN) must be completed by the supplier in the E2Open Supplier Inbound Module. This will serve as notification that material is available to route by the HFPG Logistics Team.

Failure to complete the ASN in the E2Open SIM may result in noncompliance charges. ASN completion process will follow the guidelines detailed in the E2Open SIM packet. The following shipment details are required for completion;

- Shipper Sales Order or Pickup Reference Number;
- Shipping Location;
- Date Material is available for pick
- PO Line Item Completion Status; will the line item ship complete
- Freight Class;
- Pieces;
- Weight;
- # of Pallets
- Is Material Stackable;

The ASN must be entered a minimum of **48 hours prior to pickup** in order to provide time needed to secure transportation.

E2Open INBOUND ROUTING CONTACTS

Load Planning Requests / Inquiries	Logistics@heartlandfpg.com
IFCN and HEALTH Retail Inquiries	Logistics@heartlandfpg.com
Inbound / Transfer / CoPacker / Plant Transfer Inquiries	Logistics@heartlandfpg.com
Institutional/Distributor / Consumer / Free Trade Inquiries	Logistics@heartlandfpg.com

APPOINTMENT SCHEDULING

- All appointments must be scheduled a minimum of 24 hours in advance for all shipments in excess of 5 pallets.
 - All carriers must use the E2Open TMS Appointment Scheduling System regardless of freight terms.
 - Appointments cannot be secured without completion of the ASN.
 - Any carriers attempting delivery without utilization of the Scheduling System will be rejected on arrival.
- Please email the HFPG Logistics Team for assistance with rescheduling any missed appointments.



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TRAILER SEALS

- Supplier/shipper must ensure all trailers are sealed at origin upon successful loading and that the seal number is documented on the BOL, Bill of Lading. All Products must be shipped in accordance all applicable laws, rules and regulations. Extra expenses sustained, as a result of the Supplier/shipper's failure to comply with HFPG requirements stated herein and shipping instructions shall be the responsibility of the Supplier/shipper. **This applies to LTL shipments as well.**
- For inbound shipments that are received with a seal broken or missing; the product will be immediately quarantined until further notice. Notification will be sent to the HFPG Logistics Team, HFPG QA/QC, and the Carrier. Results of the investigation conducted by HFPG will dictate disposition of the shipment.
- HFPG receiving, not the driver, should remove the seal.

For the avoidance of doubt, the carrier trailer, security, and seal requirements set forth on this page are minimum requirements in addition to (and not in lieu of) supplier/shipper's and/or carrier's duties at law, including the duty of care, or by contract.

ROUTING INSTRUCTIONS

PARCEL INSTRUCTIONS

- Collect shipments weighing **150** pounds or less should be shipped via **UPS Ground as 3rd Party**.
- UPS Ground account numbers will be provided by the HFPG procurement department point of contact.
- If supplier/shipper's shipment does not meet the UPS weight and size restrictions, please follow the LTL routing instructions set forth below. Palletized freight should ship LTL regardless of weight unless it is deemed truckload by the below criteria.
- UPS maintains limited liability for shipments. For high value freight (valued at over \$1,000), Supplier should contact HFPG Logistics to arrange freight regardless of weight.

NON-PARCEL INSTRUCTIONS

For all collect inbound movements:

- If you have an issue with the E2Open Supplier Module, please email the Heartland Logistics team for instructions and assistance.

TIME SENSITIVE SHIPMENTS/EXPEDITE

If a shipment is time sensitive in nature and the delivery needs to be expedited, please email HFPG Logistics for information regarding routing, carrier and ETAs.

AIR FREIGHT INSTRUCTIONS

When supplier/shipper is requested by HFPG to ship via air freight and HFPG will be billed for the freight cost, **supplier/shipper must:**

- Authorization for air freight must come from HFPG Procurement with direction from the HFPG Logistics Team.



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HFPG INTERNATIONAL SHIPMENTS

- Imports managed by HFPG with HFPG as the Importer of Record must be initiated through the HFPG Logistics department to determine HTS codes and regulatory requirements.
- Globally HFPG has relationships with multiple forwarders, but for Imports to the U.S., HFPG works primarily with Cargo Services. **Key Contacts for Cargo Services in Indianapolis, IN can be reached at 317-244-9501.** Please ask for Rhonda Sappington.

HAZARDOUS MATERIALS SHIPPING INSTRUCTIONS

- All shipments of hazardous materials and dangerous goods must conform to the conditions and specifications as published by the Department of Transportation in Title 49 CFR, or otherwise as required by applicable law or regulation.

PALLET LABEL REQUIREMENTS

The shipping label must have all of the following:

- PO #: The full six-digit HFPG purchase order number Our system only accepts up to six (6) numerical digits in the PO number field, please do not add any additional characters)
- Supplier: Supplier Name
- Item #: Heartland's Item Number
- Description: Heartland's description which frequently matches or uses the supplier's internal part number.
- Line #: Line Number from the PO
- Mfg. Date: Manufacture Date
- Quantity: Total quantity per lot number on pallet
- UOM: Heartland's Unit of Measure, from the PO
- COO: Country of Origin, where the material is manufactured
- Job / Lot #: Material lot number. **NOTE:** no more than 2 lot numbers allowed per pallet provided these are clearly segregated by a slipsheet and each lot has its own pallet label
- Expiration Date: Required for Ingredients, Packaging Labels can list "NA" as the expiration date if there is no manufacturer suggested expiration date.
- Storage Conditions: Open field for special instructions, including temperature, etcetera
- Labels shall be applied on the pallets on 2 contiguous side so they can be scanned without removing the pallet



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PO#	 111045	Supplier	Ingredients R Us	
Item#	 R170032	Description	Sweet Flavor 2345	
Line #	 1	Mfg. Date	1/15/2024	
Quantity	 250	UOM	KG	COO US
Job#/Lot#	 201305191	Ex.Date	 01/14/26	
Storage Conditions				

- Each individual container (case, etc.) must be labelled with the following information
 - Name of the Product
 - Product Code
 - Product Lot Number
 - Statement of Net Contents with UoM
 - Allergens identified in the product
 - Identity Preserved as applicable (Kosher, Halal, Organic, Non-GMO)
 - Any special storage/transport requirements if other than ambient

PACKING SLIP REQUIREMENTS

The packing slip must:

- Have the HFPG purchase order number (including line number if applicable);
- Have the number of packages included in the shipment;
- Have a full product description of all items as shown on the HFPG PO (including item numbers as applicable);
- Have a column showing what items are on backorder;
- Have the complete ship to address as shown on the HFPG PO;
- Have net weight;
- Have the supplier's customer service phone number;
- Be placed on top of non-palletized boxes. Packing slip on palletized boxes and drums must be on side and face out.

It is helpful if the packing slip for all food ingredients and packaging materials includes a copy of the Certificate of Analysis (CoA) or Certificate of Confirmation (CoC).



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COA/ COC and SDS REQUIREMENTS

All food ingredients and packaging material shipped to Heartland must have a Certificate of Analysis (COA) or Certificate of Conformance (COC) emailed as an attachment prior to delivery to the following email addresses:

- delivery.request@heartlandfpg.com. (for warehouse team)
- InboundQC@heartlandfpg.com (for quality team review)

If your system permits only one email address:

- Send COA/COC to: delivery.request@heartlandfpg.com
- Provide a physical copy with the driver for warehouse team review

A COA/COC is required for each lot of material provided.

The COA/COC and other documents must contain at a minimum:

- Supplier Business Name
- Manufacturer's Name
- Manufactured Location Address
- Commercial and/or Technical Name for the Product
- Heartland Item Number
- Supplier Item Number
- Lot Number
- Testing Results
- Quantity Shipped
- PO Number
- Date of Manufacture
- Product Expiration Date

For all food ingredients and/ or chemicals, an electronic copy of the SDS documents must be submitted to HFPG prior to first delivery.

ORGANIC TRANSACTION CERTIFICATES

As applicable, organic transaction certificates must be emailed to InboundQC@heartlandfpg.com prior to shipping organic certified materials.

REMAINING SHELF LIFE

Goods shipped to HFPG must have a minimum of Fifty Percent (50%) of shelf life remaining as of the date of delivery.

PALLETIZATION/OTHER REQUIREMENTS

- Adherence to special shipping instructions (i.e., hazardous materials, refrigerated material, and carrier information as described in the HFPG routing guide) as shown on the HFPG purchase order or as required by supplier/shipper's company.
- Carrier mode utilization shall be in compliance with product shipping and storage requirements.
- Deliveries should adhere to appointment as scheduled through the E2Open TMS Scheduling System.
- Each box should contain items for one purchase only.



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- Invoice payments will be significantly delayed if materials are sent to locations other than those indicated on the HFPG purchase order.
- Pallet must be GMA grade A or A Refurbished and may be either white wood or CHEP for domestic shipments and heat treated (HT) white wood for international shipments.
- Pallets must adhere to requirements as follows:
 - 48(L) x 40(W) x 52(H);
 - Four-way entry;
 - Stringers should be solid and free of plates, cracks, or double runners;
 - Top and bottom lead edge boards should be solid and free of missing wood;
 - Interior boards should be solid with at least five on top and three on the bottom deck;
 - Nails should all be flush with no protrusions;
 - Clean - free of debris, dirt or grease; and
 - Material Pallet Patterns should not include any overhang of the pallet itself that may create damage during loading/unloading or while in transit.
- Multiple SKU pallets – each SKU must be clearly separated by slip sheets
- Multiple Lot pallets – must be clearly identified as such per labeling requirements
- Palletized raw materials shall be wrapped-around with shrink-film ensuring that all stocks are covered in 360' configuration with sufficient coverage over the top of the pallet to protect the contents from incidental water contact. Wrapping shall be performed in an area verified by the supplier to be free from any flying and crawling insects. The addition of shrouds, as well as the shrink-film procedure described herein, is preferred for all materials shipped in super sacks.
- Any supplier utilizing supersacks for shipping must line the wall of the trailer with cardboard to prevent damage or introduction of wood splinters into the supersacks in the event that a wood walled trailer is used for transportation.
- Supplier/shipper shall be responsible for the safe packaging of all Products in packaging materials specified by HFPG. Supplier/shipper is required to inspect and take necessary actions to ensure all trailers and their associated loads are:
 - Dry and are free of debris, dust, dirt, trash, odors, grease, rodents, insects (including, but not limited to Psocids), and pests of any kind
 - Responsible for the proper and safe loading of Products onto Food Grade Trailers (hereinafter defined). Food Grade Trailer means a trailer that is not contaminated, nor has the potential to have been contaminated, by the prior use of the trailer for transportation of toxic chemicals, including, but not limited to, pesticides, rodenticides, insecticides and/or other hazardous materials, substances or chemicals
 - Not otherwise been used for transportation or been in close proximity of any liquid or solid waste or garbage or any like material.
 - For a refrigerated or frozen load, the cold air deflectors and the load temperature should be maintained properly in all four corners, especially at the backdoor.
 - HFPG products shall not be commingled with toxic chemicals, including pesticides, rodenticides, insecticides and /or any other hazardous materials, substances or chemicals at any time prior to shipment.
 - Non-conforming equipment should be rejected and not used for transporting of HFPG products.
 - Extra expenses sustained, as a result of the Supplier/shipper's failure to comply with HFPG's requirements stated herein and shipping instructions shall be the responsibility of the Supplier/shipper.



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Supplier shall ensure that the foregoing palletization and other requirements are met with respect to all shipments to HFGP. **Failure to comply with pallet requirements may result in non-compliance charges.**

Notwithstanding the foregoing, the requirements set forth on this page are minimum requirements in addition to (and not in lieu of) supplier/shipper's and/or carrier's duties at law, including the duty of care, or by contract.

At receipt, during the inspection of the product, if pallet(s) are found to show signs of being in contact with any liquid, **regardless of the location or amount of liquid contact**, HFGP reserves the right to immediately reject the pallet(s) of product and the pallet(s) surrounding up to the entire trailer load due to the potential of a latent defects. The supplier/shipper will be responsible for these damages in full.



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PLANTS AND DISTRIBUTION CENTER ADDRESS INFORMATION

INDIANA LOCATIONS

Heartland Foods Manufacturing Facility

The HFPG campus has multiple buildings and sites with multiple dock areas where product may be delivered in Indianapolis, IN.

It is very important in giving proper directions that the correct destination is known. This should be in the bill of lading address for any shipment to HFPG, and match what is listed on the purchase order.

1. HFPG, Main Plant

4635 W 84th St
Indianapolis, IN 46268

Building/Dock 1

Receiving Hours: 6:00 am – 4:00 pm Eastern (Mon-Fri)

2. HFPG, Distribution Center

4935 W 86th St
Indianapolis, IN 46268

Building/Dock 1

Shipping / Receiving Hours: 6:00 am – 8:00 pm Eastern (Mon-Fri)

Building/Dock 26

Receiving Hours: 6:00 am – 3:00 pm Eastern (Mon-Fri)