



# HEARTLAND AUTOMOTIVE PACKAGING MANUAL

## 1.0 Purpose

The purpose of the Heartland Automotive (Heartland) Packaging Manual and any subsequent revisions is to provide Heartland suppliers with policies and standards required for the shipment of quality mass-production parts to Heartland.

## 2.0 Scope

This manual applies to all suppliers with Heartland-sourced production parts. The packaging manual does not cover part or event labeling, freight shipment preparation or transportation logistics. Information about those topics can be found in the Heartland Supplier Quality Assurance Manual (SQAM).

## 3.0 Responsibility

### 3.1 Suppliers

- 3.1.1 Abiding by the instructions in this manual.
- 3.1.2 Designating a single-point packaging contact as well as an escalation contract to work in collaboration with Heartland Packaging Engineers.
- 3.1.3 Procuring any additional containers needed beyond the Heartland-purchased fleet of packaging.
- 3.1.4 Monitoring/maintaining packaging functionality that ensures the consistent shipment of quality parts.

### 3.2 Heartland

Packaging Engineers are responsible for providing clarification about the instructions in this manual.

## 4.0 Packaging Fleet Quantity Calculation

### 4.1 Packaging Classification

Heartland will provide packaging to suppliers based on a four-class system (I, II, III, and pass-through). Class I packaging will be based on a 6.5-day loop cycle for parts that require no additional processing or cross-docking. Class II packaging will be based on an 8-day loop cycle for parts that require additional processing or cross-docking. Class III packaging will be based on a 10-day loop cycle for parts that require additional processing and cross-docking. Pass-through packaging will be based on an additional 4-day loop cycle to the allotted customer packaging to allow parts received by the supplier to be shipped directly to the customer with no additional processing or cross-docking required.



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## 4.2 Classification Chart

CLASS I					
TRUCK RUNS Per Week	PKG IN TRANSIT	PKG AT HAI	PKG AT SUPPLIER	BUFFER	TOTAL DAYS OF PKG
1.00	5.00	5.50	2.00	2.00	14.50
2.00	2.50	3.00	2.00	2.00	9.50
3.00	1.75	2.25	2.00	2.00	8.00
4.00	1.25	1.75	2.00	2.00	7.00
*5.00	1.00	1.50	2.00	2.00	6.50
**10.00	0.50	1.00	1.50	0.50	3.50
CLASS II					
TRUCK RUNS Per Week	PKG IN TRANSIT	PKG AT HAI	PKG AT SUPPLIER	BUFFER	TOTAL DAYS OF PKG
1.00	5.00	7.00	2.00	2.00	16.00
2.00	2.50	4.50	2.00	2.00	11.00
3.00	1.75	3.75	2.00	2.00	9.50
4.00	1.25	3.25	2.00	2.00	8.50
*5.00	1.00	3.00	2.00	2.00	8.00
**10.00	0.50	2.00	1.50	0.50	4.50
CLASS III					
TRUCK RUNS Per Week	PKG IN TRANSIT	PKG AT HAI	PKG AT SUPPLIER	BUFFER	TOTAL DAYS OF PKG
1.00	5.00	9.00	2.00	2.00	18.00
2.00	2.50	6.50	2.00	2.00	13.00
3.00	1.75	5.75	2.00	2.00	11.50
4.00	1.25	5.25	2.00	2.00	10.50
*5.00	1.00	5.00	2.00	2.00	10.00
**10.00	0.50	3.00	1.50	0.50	5.50
PASS-THROUGH					
TRUCK RUNS Per Week	PKG IN TRANSIT	PKG AT HAI	PKG AT SUPPLIER	BUFFER	TOTAL DAYS OF PKG
1.00	5.00	5.50	2.00	0.00	12.50
2.00	2.50	3.00	2.00	0.00	7.50
3.00	1.75	2.25	2.00	0.00	6.00
4.00	1.25	1.50	2.00	0.00	4.75
*5.00	1.00	1.00	2.00	0.00	4.00
**10.00	0.50	1.00	1.50	0.00	3.00

\* For 6-day work weeks, the sixth day of volume will be divided across the standard 5-day work week.

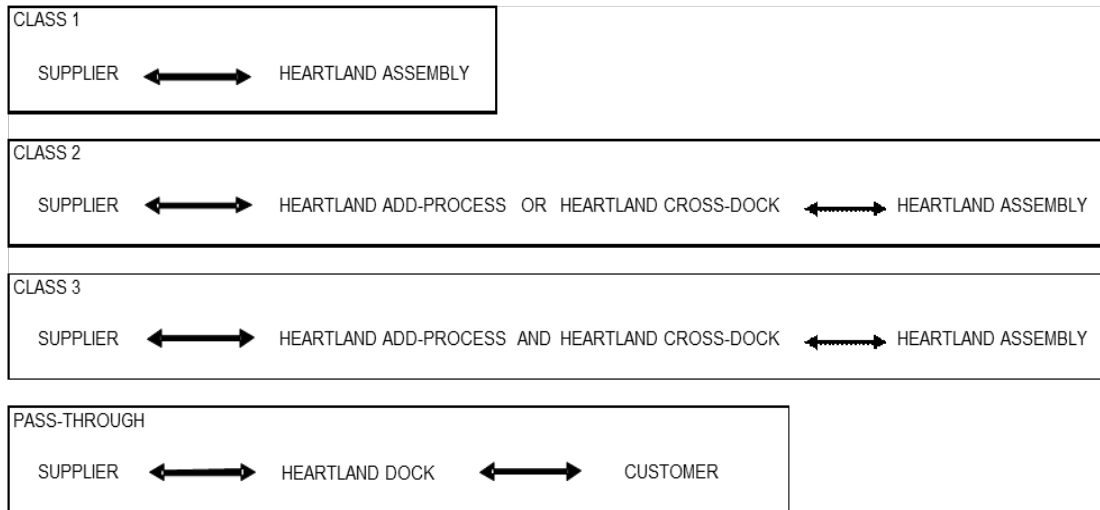
\*\* The 10 truck runs per week will be divided across the standard 5-day work week.



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## 4.3 Classification Loop Cycle

If suppliers wish to run more than the allotted 2-day inventory, additional supplier packaging can be procured at the supplier's investment.



## 5.0 Returnable Packaging

5.1 All suppliers should target the use of returnable containers as the primary shipment method for production parts. If a supplier has a legitimate business requirement or transportation plan that does not support the running cost of returnable empty packaging, the use of expendable packaging may be accepted.

### 5.2 Returnable Color Identification

#### Tote Color Identification

Heartland/Customer	Grey
Heartland In-House	Yellow
Heartland Outsource/Supplier	Blue

#### Rack Color Identification

Heartland/Customer	White
Heartland In-House	Yellow
Heartland Outsource/Supplier	Blue
Heartland/Pass-through	Almond

### 5.3 Plastic Pallets and Caps

All plastic pallets for shipping supplier parts are provided by Heartland. The following chart indicates the standard pallets and caps to be supplied.

Manufacturer	Size	Color
Orbis	48" x 45"	Black



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## 5.4 Incorrect Returnable Packaging

Regarding any incorrect packaging received by suppliers, regardless of responsibility, suppliers shall contact their Heartland Production Control (PC) contact to schedule the return of the packaging to Heartland on the next available shipping route.

## 6.0 Expendable Packaging

### 6.1 Expendable Guidelines

Heartland prefers that returnable containers be used, but expendable containers may be justified for mass-production or become necessary temporarily. Expendable containers typically cannot be used for larger parts that ship in racks, bins or baskets, but alternative shipment plans shall be considered and prepared should the need arise. The temporary expendable containers for parts that ship in returnable totes must have a similar size and SNP to that of the approved returnable packaging.

### 6.2 Expendable Packaging Sizes

Returnable Sizes (inches)			Expendable Sizes (inches)		
L	W	H	L	W	H
12	15	7	15	12	7
24	15	4	22	14	4
24	15	5	22	14	4
24	15	7	22	14	6
24	15	9	22	14	8
24	15	11	22	14	10
24	15	14	22	14	14
24	15	16	22	14	16
24	22	7	22	22	6
24	22	9	22	22	8
24	22	11	22	22	10
24	22	14	22	22	14
32	15	7	30	14	7
32	15	11	30	14	10
32	15	14	30	15	15
48	15	7	48	12	6
48	15	11	48	12	12
48	22	7	48	22	7



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## 7.0 Packaging Maintenance

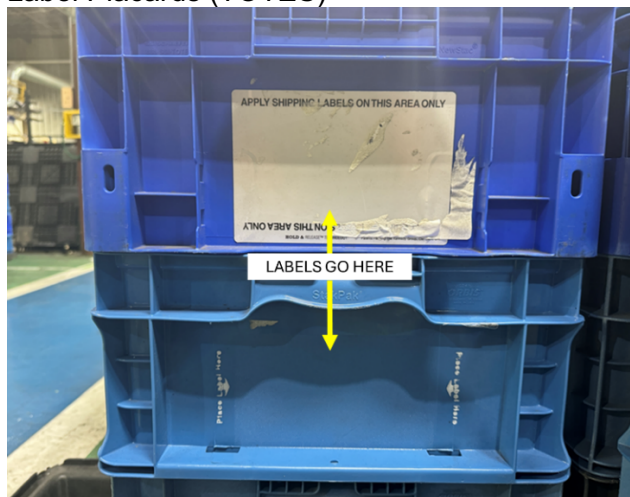
Suppliers are responsible for making sure that part quality and associate safety are not affected by worn or damaged packaging. Regardless of packaging ownership, all suppliers are responsible for ensuring that the containers in which they ship parts to Heartland are in good condition.

- 7.1 Suppliers shall periodically audit their packaging fleets to identify any damaged containers.
- 7.2 Suppliers are responsible for cleaning their packaging as required to prevent part contamination or damage due to material transfer. Removal of all previous shipment labeling and/or signage must be completed prior to loading new parts into the containers.
- 7.3 Any packaging that is found to be damaged must be clearly identified and returned to Heartland for repair or replacement.

## 8.0 Label Placement

All shipping labels must be placed on label placards for totes or label plates for racks.

### Label Placards (TOTES)



### Label Plates (RACKS)

