



**Hillrom™**

**Acton, Milwaukee, Skaneateles, St. Paul, Tijuana sites**

**Supply Chain Partnership**

**Inbound Routing Guide**

Revised Effective: July 2021

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## Hillrom North America Sites

### **Hillrom Acton MA**

Hillrom Inc  
100 Discovery Way  
Acton, MA 01720

### **Hillrom Milwaukee WI**

Hillrom Inc.  
7900 North 86th St  
Milwaukee, WI 53224

### **Hillrom Skaneateles NY**

Hillrom Inc.  
4341 State Street Rd  
Skaneateles Falls, NY 13153

### **Hill Rom St Paul MN**

Hillrom Inc.  
1020 W County Rd, F  
Saint Paul MN 55126

### **Hillrom Tijuana MX**

Emilio Flores #2471-A  
Col. Canon del Padre  
Tijuana, BC, MX 22203

## Our Mission

Every day, around the world, we enhance outcomes for patients and their caregivers.



### LEGAL & REGULATORY

**A – OSHA Statement** – The OSHA Hazard Communication Standard requires Manufacturers, Importers, and suppliers to label containers of toxic substances or hazardous chemicals with the chemical name and hazard warning. Material Safety Data Sheets (MSD's) for these substances for all shipments are required.

**B – HAZARDOUS MATERIALS** – Items that are hazardous need to meet the regulated requirements (i.e.- Department of Transportation (DOT), International Air Transport Association (IATA), etc) of hazardous materials. The purchased parts that are classified hazardous must be packaged, marked, labeled, classified, and shipped according to the regulated rules and requirements.

# **INBOUND SHIPPING & ROUTING INSTRUCTIONS**

The following instructions apply to **ALL** merchandise shipped to Hillrom. Compliance with these instructions is **MANDATORY**. Failure to follow these instructions shall be an agreement to pay all excess transportation charges, plus an administrative fee.

## ***Shipment Preparation***

- I. **Purchase Orders/Procurement Card Orders** – All purchase orders and procurement card orders specify the “Ship to” location to which orders are to be shipped. Merchandise **MUST** be shipped exactly as ordered.
- II. **Packaging Requirements** – Packaging **MUST** conform to the freight carrier’s requirements to withstand normal transportation hazards. Claims that develop due to improper packaging will be charged back to the shipper.
- III. **Marketing Requirements** – Every article of freight **MUST** be fully identified with the following information, in addition to the packing slip requirements specified in our **Supplier Compliance Policy**, attached hereto.
  - A. **Supplier’s name and complete shipping address.**
  - B. **Our complete “Ship to” address**
  - C. **If ordered on our procurement card, complete Hillrom procurement Reference Number, and name of the Hillrom employee authorizing the shipment.**
  - D. **If ordered on our purchase order form – our complete purchase order Number.**
  - E. **Item number and quantity in each carton.**
  - F. **“Of” lot numbering (eg 1 of 2, 2 of 2).**
- IV. **SHIPMENT PREPARATION & DELIVERY** - Our goal is to build mutually beneficial business relationships with our suppliers by being specific about our needs and promptly paying your invoices. This **Supplier Compliance Policy** ensures uniformity in shipping and invoicing procedures. In Choosing suppliers with whom to do business, we look for those who can best meet our requirements. We expect all of our suppliers to work with Hillrom efficiently and profitability and will comply with our **standards of excellence**.
  - A. **PACKING SLIPS:** Requirements A-E below pertain to all Hillrom locations EXCEPT Welch Allyn de Mexico (refer to Shipping Instructions to Welch Allyn, Tijuana, Mexico). Every shipment must be accompanied by a packing slip affixed to the outside of the lead carton. All packing slips must show the following:
    1. Hillrom Purchase Order Number, Part Number and Quantity Shipped.
    2. Each Itemized Line on the Purchase Order or JIT Delivery Schedule should represent one itemized line on the packing Slip
    3. Certificate of Conformance (when required).
    4. Suppliers Invoice or Packing Slip Number.
    5. Pro-card purchases must show Ship to Attention Line and Hillrom Reference Number.
  - B. **INCOMING DELIVERIES:**
    1. Cartons must have consistent pack quantities per Hillrom Purchase Order Unit of Measure

2. Cartons must not exceed 40 lbs each without prior approval from appropriate Hillrom buyer.
3. Appropriate Buyer must be notified of over and/or under shipments prior to shipping.
4. Shipments must be delivered within the delivery window +5 days early to 0 days late of the ETA date.
5. All Shipments must be shipped according to the Hillrom Shipping and Routing Instructions.
6. Purchase Order Number or credit card Reference Number must appear on all shipping labels.
7. Truck Shipments must be palletized (where applicable) per packing instructions

C. **PACKING BEST PRACTICES:**

1. Material must be palletized within the perimeter of the pallet to avoid damage. No items should overhang the edge of the pallets.
2. Reduce the height on the configuration of the pallets for heavy materials to prevent the material from collapsing due to excess of weight.
3. Maximum pallet dimensions should be 48" x 40" x 52" (LxWxH) unless advised otherwise by the Hillrom buyer.
4. Use corner board protectors to prevent the material from collapsing and protect from damage.
5. Stretch film must be tied to wooden pallet and wrapped a minimum of 3 turns around the load.
6. No loose cartons on top of pallets.
7. Place labels with legend DO NOT DOUBLE STACK on four sides of the pallet.
8. Pallets used to ship internationally must be heat treated to ISPM 5 standard and be marked accordingly. Pallets must be in good condition with no broken or loose boards.
9. Refer to Palletizing Best Practices section at the end of this document.

## ***Carrier Selection – US and Canada Suppliers***

**All shipments to be sent freight collect, 3<sup>rd</sup> party billing. If FedEx parcel, refer to your Hillrom buyer for the FedEx account.**

**Parcel Carrier:** All shipments weighing less than **400 lbs.** chargeable weight are to be routed via FedEx Ground parcel where package size and weight limitations are within the standards set out by the carrier. Individual packages on these shipments should not exceed 40 lbs. each. Packages of less than 40 lbs. each should be consolidated whenever possible into over packs not exceeding 40 lbs.

**LTL and Truckload:** For shipment greater than 400lbs, shipment details are to be loaded to TMC Navisphere for carrier assignment. If you have not been on-boarded to TMC, please contact TMC Navisphere to get onboarded to the Navisphere system:

**HillromTMC@mytmc.com**

### **AIR FREIGHT SHIPMENTS WHEN CHARGES ARE TO BE ABSORBED BY HILLROM**

***All airfreight shipments must be pre-approved by a Hillrom representative. Unauthorized air shipment costs will be charged back to the shipper.***

Receiving site's FedEx account number **MUST** be entered in the appropriate space on the airway bill. In addition, Hillrom Purchase Order Number or Procard Reference Number must be entered on the AIRWAY BILL.

## ***Shipping Instructions to Hillrom Tijuana, Mexico***

In addition to Shipping Instructions noted above, there are additional specific requirements for shipments destined to Hillrom Mexico sites (Monterrey and Tijuana).

**All shipments shall be shipped to:**

**Welch Allyn Mexico**  
C/O BLS  
2001 Sanyo Avenue  
Building 1, Suite C  
San Diego, CA 92154  
MXWELALL2471TIJ = MID number.

Acceptance of the shipments by BLS will be conditional, subject to Hillrom physical verification of the goods when they arrive in Mexico.

### ***Additional Requirements for Shipments Destined to Hillrom Mexico Sites***

Your product will be crossing through US and Mexican Customs. This will include inspection of the product before being delivered to Hillrom in Mexico. It is imperative that the counts as well as packing slip information are accurate.

**Packing slip** must include the following information:

1. Purchase List (outside of the box)
2. Purchase Order Number
3. Welch Allyn Part Number
4. Number of boxes
5. Individual box quantities
6. Description of goods
7. Gross Weight
8. Original Manufacturer
9. Country of Origin

**Mexican Customs** also requires specific information to be on the **Package Label per below:**

1. The information must be presented in Spanish or English (not both) and be printed at least 1.5 cm high.
2. If the package is less than 32 square cm, the text height must be at least 1 cm high.
3. The information that is required on the Package Label includes:
  - a. Name or generic name of the product
  - b. Quantity – unless obvious- can be seen.
  - c. Country of Origin – “Made in...”, “Manufactured in...”, “Produced in....”
  - d. Box Numbering – Box 1 of 3, 2 of 3, 3 of 3 etc.



**NOTE: SAMPLE SHIPPING LABEL BELOW IN ENGLISH AND SPANISH – USE EITHER ENGLISH OR SPANISH VERSION BUT NOT BOTH.**

|  |   |
|--|---|
| <p><b>ETIQUETA DE IDENTIFICACION</b></p> <p>Num. de Parte _____</p> <p>Descripcion _____</p> <p>Cantidad _____</p> <p>Hecho en _____</p> <p># de Cajas _____ Caja _____ de _____</p> <p>Fecha de expiracion _____</p> <p>Notas _____</p> | <p><b>IDENTIFICATION LABEL</b></p> <p>Part Number _____</p> <p>Description _____</p> <p>Quantity _____</p> <p>Origin of Manufacturer _____</p> <p>Number of Boxes _____ box _____ of _____</p> <p>Date of Expiration _____</p> <p>Notes _____</p> |
|--|---|

**Key Note: Accurate identification of products:** Improperly identifying materials and / or inaccurate count exposes Hillrom to fines, penalties, and even confiscation of product by Mexican customs. Suppliers are responsible for accurate representation of their products; therefore, any costs incurred will be the suppliers' responsibility.

**Key Note: Wooden Pallets:**

- 1) Wooden pallets must be Internationally Heat Treated or fumigated with methyl bromide.
- 2) Must have the symbol identifying this printed on the pallet itself.  
See: appendix: Packaging Requirements.
- 3) Plastic pallets are permitted

Mexican Customs ***will not*** allow any pallets into their country that do not follow this guideline. Any pallets not marked properly will be detained and repackaged. Any additional cost for repackaging will be billed to Suppliers.

## ***INTERNATIONAL SHIPMENTS (US IMPORTS)***

### **FILLING OUT IMPORT DOCUMENTATION:**

Please fill out the commercial invoice when shipping into Hillrom US locations with the following information.

***It is vital this information is filled out completely to clear US Customs and US Food Drug Administration (FDA) release (when applicable).***

#### **Information needed:**

1. Hillrom Purchase order number (on all international documentation).
2. Complete and clear description of the item being shipped.
3. Harmonized Tariff code verified by Hillrom
4. Country of Origin verified by Hillrom.
5. The declared value will be the price Hillrom will agreed to pay for the goods supplied.
6. Samples that are being shipped must include the commercial value of the parts for US Customs purpose.
7. All documents supplied must be in English
8. Medical Device Listing Number (if applicable)
9. FDA Product Code (if applicable)
10. 510K (if applicable)
11. Full name and address of the manufacturer
12. Shipper and Consignee's contact name and telephone number just in case questions arise.

If you have questions regarding the data needed on the commercial invoice please contact your Commodity Manager or Purchasing Agent.

It is vital that the product packaging contain Country of Origin marking in accordance with US Customs regulations. This COO marking must agree with statements contained in the Commercial Invoice for this shipment.

## Carrier Selection – International shipments

All airfreight shipments to be pre-approved by a Hillrom representative. Unauthorized air shipment costs will be charged back to the shipper.

**NOTE: all weights are to be the greater of actual or dimensional weight. Dimension weight is calculated as follows:**

$$\text{dimensional weight (kg)} = \frac{\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}}{6000} = \text{chargeable weight (kg)}$$

| TRANSPORTATION MODE                                 | SELECTED CARRIER/FREIGHT FORWARDER   | CUSTOMS BROKER | REQUIRED DOCUMENTS  | INCO terms |
|---|--|----------------|---|------------|
| Parcel (under 100 lbs.)                             | *Canada and Mexico Origin: FedEx Ground.<br>All Other International Origins: FedEx International Economy | FedEx          | Commercial Invoice, Packing List                                | FCA Origin |
| >100lbs originating in Europe                       | Expeditors   | Expeditors     | Commercial Invoice, Packing List, Airway bill or Bill of lading | FCA Origin |
| >100lbs originating all locations other than Europe | Ceva Logistics   | Ceva Logistics | Commercial Invoice, Packing List, Airway bill or Bill of lading | FCA Origin |
|   |  |                |   |            |

## ***Palletizing Best Practices:***

### **REQUIREMENTS FOR WOOD PALLETS**

The following provides the general requirements for pallets used for packaging and load unitization of products being shipped to Hill-Rom facilities. These requirements are applicable to new construction and reuse of used pallets.

#### **GENERAL REQUIREMENTS**

##### **A. New Pallets**

1. Reusable pallets that are: 48" x 40" in size, sizes are specified in order of *Length x Width*. The width direction is always parallel to the top deck boards. Material cannot be shipped on any other pallet size without prior approval from Hill-Rom.
2. GMA 1A or 1B Grade pallets:
  - i. 6 or 7 boards on top, depending on board width
  - ii. No less than 4 boards on bottom
  - iii. 3 Notched Stringers
  - iv. 4-way entry
3. Pallets must have a safe working load of at least 2,200 lbs. (1000 kg).
4. Single use pallets are prohibited.
5. Ship only on pallets that are in good condition, broken and damaged pallets are not acceptable and may be rejected at the seller's expense.

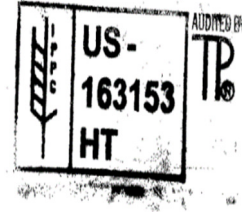


##### **B. Used Pallets**

1. The term “Used Pallet” includes any recycled, remanufactured, or repaired pallet that is not made entirely from new lumber. Used GMA 48 x 40 partial 4-way entry stringer pallets are allowed if they meet the following criteria:
  - a. Wood Pallets having all deck boards present and securely attached.
  - b. “Grade #1” or “A Grade” – a common industry name for a repaired pallet in almost new or near original condition. Broken stringers may have been replaced or repaired with metal plates. All damaged deck boards are replaced, and nail heads are flush. This is a fairly clean pallet that is structurally sound.
  - c. “Grade #2” or “B Grade” – another common industry name for a used pallet having two or fewer damaged stringers repaired (**block stringers or double stringers are not allowed**). All deck boards must be present, repaired, and securely fastened. Some protruding nail heads are allowed.

### C. International Pallets

1. Must meet General wood pallets requirements above.
2. Must meet ISPM 15 wood packaging requirements and have this branding visible.
3. Supplier must supply a copy of their IPPC certified Heat HT Stamp if shipping material on HT pallets.



### D. Wood Pallet References

- a. Grocery Manufacturers of America (GMA) – Grocery Industry Pallet Specifications
- b. ISPM-15 Compliance Heat Treatment (HT)

## REQUIREMENTS FOR PALLET LOADING

The following provides the general requirements for pallet loading and unitization of products being shipped to Hill-Rom facilities.

### A. Pallet loading

1. When shipping on pallets, pallet loads cannot **exceed 52”** this includes the pallet base. Any variance to this requirement needs prior approval by Hill-Rom.
2. The pallet pattern selected must provide the most efficient usage possible. The selected pattern must allow for the pallet load to have **no overhang of the containers over the pallet edges**.
3. Mixed pallet loads must have a “MIXED LOAD” label applied to the exterior of the pallet load.
4. The total loaded pallet weight cannot exceed 2000 lbs. (907 KG)
5. Place labels with legend “DO NOT DOUBLE STACK” on four sides of the pallet
6. Lose cartons placed on top of a pallet is not acceptable.

### B. Pallet Load Securement

1. When shipping on pallets, all containers must be adequately secured to pallets using either plastic banding or stretch wrap so that the load cannot shift.
2. When banding is the primary method of unitizing the load, the load must be secured with two (2) bands in each direction, the length direction and the width direction. Non-metallic banding is required for use with corrugated materials. The use of corner boards under the bands is required to prevent damage to the boxes on the top layer of the pallet.

3. Stretch wrap should be clear.
4. When stretch wrapping pallet loads, the stretch wrapping must start below the deck boards of the pallet load and extend up to the top of the load. The stretch wrap must not be so tight that the vertical box edges at the corners of the pallet are excessively deformed. A minimum of 2 wraps should be applied to both the top and the bottom of the pallet. For heavier pallets it is recommended that 3 wraps be applied to both the top and bottom of the pallet. Some products will require corner boards to be used under the stretch wrap on each of the 4 vertical pallet edges to assure that the product maintains vertical stacking.

### **C. Packaging Performance Requirements**

1. All corrugated boxes, pallets, etc., must be of enough strength to withstand in-transit small parcel, LTL, FTL, containers and in-house handling.
2. All corrugated boxes must have adequate stacking strength capabilities to be able to be stacked to the 52” max height requirement.
3. Claims that develop due to improper packaging will be charged back to the shipper.

### **D. Shipment Preparation Requirements**

1. No more than one part number is to be packaged in a primary container. When palletizing loads, if more than one-part number is loaded onto a pallet, special “Mixed Load” labels are to be used.
2. Cartons must have consistent pack quantities per Hill Rom Purchase Order Unit of Measure
3. When possible, individual cartons should weigh no more than 25lbs and **cartons must never exceed 40 lbs.**
4. Appropriate Buyer must be notified of over and/or under shipments prior to shipping.
5. Each individual part container must have the following marking written or labeled.
  - G. Supplier’s name and complete shipping address.
  - H. Our complete “Ship to” address
  - I. If ordered on our procurement card, complete Hill-Rom procurement Reference Number, and name of the Hill-Rom employee authorizing the shipment.
  - J. If ordered on our purchase order – our complete purchase order number.
  - K. Item number and quantity in each carton.

L. “Of” lot numbering (e.g. 1 of 2, 2 of 2)

