



**Ferrara Candy Company: U.S. Plants Warehouses; 3<sup>rd</sup> Party Receiving/Goods Receipt “G.R.” Process (Raws, Packaging, Purchased Candy) – Policy Document Date: 04/2015  
Excludes Stock Transfer Orders & Mexico**

Internal Parties	Page No.	External Parties	Page No.
Warehouse Receiver	1, 2, 3	Commercial Motor Vehicle Driver (CMVD)	1, 2, 3
Plant or Warehouse Quality Assurance Specialist	2, 3	Railway Company / Switch Terminal Operators	1, 2, 3
Security Guard	2, 3	Shipper’s Customer Service	1, 2, 3
Forklift Operator	2, 3		
Material Planner/Releasers	1, 3		

**SECTION A. SUPPLIER/SHIPPER RELATED STEPS INVOLVED IN SHIPPING PRODUCTS TO FERRARA CANDY COMPANY**

Step	Responsible Party	Action Step/Description
1	Shipper’s Customer Service	All shipments are to be delivered by truck, unless otherwise specified. Delivery hours can be found in the “U.S. Schedule” in Table 1
2	Shipper’s Customer Service	All suppliers are to call ahead to obtain a dock time at the production facilities. The supplier schedules delivery appointment with FCC warehouse. Phone numbers listed in the “U.S. Schedule” in Table 1
3	Shipper’s Customer Service	<p>Each shipment must be accompanied by a <b>Commercial Bill of Lading including</b> the following information:</p> <ol style="list-style-type: none"> <li>1. Item Part Number (Ferrara’s SAP Item number)</li> <li>2. The Ferrara Purchase Order Number</li> <li>3. The quantity per unit or case (Unit of Measure) by item</li> <li>4. Product Description</li> <li>5. The shipper name and address</li> <li>6. Lot number (matching Certificate of Analysis) and quantity per lot. Each shipment can have up to a maximum of 2 different lot codes.</li> <li>7. Seal Number for Full Truck Loads / Lock Code for Less than Truckloads</li> </ol> <p>Each shipment must be accompanied by a <b>Certificate of Analysis</b> indicating the following:</p> <p><u>Required</u></p> <ol style="list-style-type: none"> <li>1. Attributes of product (i.e. Color, pH, other scientific attributes) in compliance with Specifications of the product agreed upon by the companies</li> <li>2. Product Description</li> <li>3. Reference to the Lot Number in the Bill of Lading</li> <li>4. Date of Document</li> <li>5. Contact information (e-mail/phone number) for questions on C.O.A.</li> </ol> <p><u>Preferred</u></p> <ol style="list-style-type: none"> <li>6. “Shipped to” info</li> <li>7. Car/Truck Trailer Identification information</li> <li>8. Ferrara’s SAP item number</li> <li>9. Ferrara’s SAP Purchase Order Number</li> </ol> <p>Any other relevant information (i.e. Inspection certificate, Kosher Certificate, and other certificates)</p>



4	Shipper's Customer Service	All invoices, bills of lading, shipping documents, freight bills, and package labels must contain the correct <b>Purchase Order number</b> , the product description, lot number, Kosher seal (for certified Kosher food ingredients), <b>SAP part number</b> , and the weight or unit count as they appear on the purchase order.
5	Shipper's Customer Service/ Commercial Driver	Ferrara requires all ingredients, packaging, purchased candy to be transported by truckload or railcar to be sealed using numbered seals or lock codes. <b>Numbered seals and lot number(s) must be accurately listed on the Bill of Lading. All LTL shipments must be delivered locked and lock code, lot number(s) printed on the Bill of Lading. If the load does not comply with this requirement, the load will be rejected and a non-conformance report will be issued to the driver and the shipper.</b>  The supplier (Shipper) must either: 1) Dispose of all material on the load in question and provide documentation of destruction which includes the signature of the witness, product description(s), code date(s), amount of product, date of destruction and type of destruction or 2) Ensure no further loads are shipped to ANY FERRARA facility, which contain the same lot code(s) that were on the rejected load.
6	Shipper's Customer Service	All Purchase Orders must be confirmed back to M.P. (Material Planner) within 24 hours (M-F) of receiving the PO, confirming delivery date, quantity, and price in a purchase order acknowledgement. Any P.O. revisions requested by supplier needs to be approved by M.P.
7	Shipper's Customer Service	Shipper to schedule delivery appointment via e-mail/phone with FCC warehouse receiver no later than 48 hours prior to delivery; receiver is in charge of the delivery appointment log and will confirm back to shipper appointment confirmation within 4 hours of original request. Any changes will need to be communicated to both releaser and the warehouse receiver in advance. Repeat inst. In Step 6
8	Receiver	Receiver to maintain delivery appointment schedule and distribute to all plant/warehouse personnel as needed, same-day changes to be communicated with all internal parties.

**Table 1. Impacted Company Locations; Ferrara U.S. Schedule**

	FERRARA CANDY COMPANY, 2300 MAYWOOD DRIVE, BELLWOOD, IL 60104		FERRARA CANDY COMPANY, 7301 W HARRISON STREET, FOREST PARK, IL 60130		FERRARA CANDY COMPANY, 3000 WASHINGTON BLVD, BELLWOOD, IL 60104		FERRARA CANDY COMPANY, 500 INDUSTRIAL PKWY, CRESTON, IA 50801		FERRARA CANDY COMPANY, 1000 WEST 5th STREET, WINONA, MN 55987		
DAY	Start	End	Start	End	Start	End	Start	End	Start	End	
Monday	6:00 AM	4:30 PM	6:00 AM	2:00 AM (Tue)	6:00 AM	2:00 AM (Tue)	7:00 AM	3:00 PM	24 Hours		
Tuesday	6:00 AM	4:30 PM	6:00 AM	2:00 AM (Wed)	6:00 AM	2:00 AM (Wed)	7:00 AM	3:00 PM	24 Hours		
Wednesday	6:00 AM	4:30 PM	6:00 AM	2:00 AM (Thu)	6:00 AM	2:00 AM (Thu)	7:00 AM	3:00 PM	24 Hours		
Thursday	6:00 AM	4:30 PM	6:00 AM	2:00 AM (Fri)	6:00 AM	2:00 AM (Fri)	7:00 AM	3:00 PM	24 Hours		
Friday	6:00 AM	4:30 PM	6:00 AM	2:00 AM (Sat)	6:00 AM	2:00 AM (Sat)	7:00 AM	3:00 PM	12:00 AM	10:00 PM	
Saturday	Closed	Closed	4:00 AM	11:00 PM	6:00 AM	11:00 PM	Closed	Closed	Closed	Closed	
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	11:00 PM	11:59 PM	
Contacts	Nello Rubio	708-224-0034	Jesse Rubio	708-405-3119	Zuly Romero	708-432-4407	Lisa Bradley	641-782-9831	Gary Wenzel	507-452-3213	
	Lee McLellan	708-405-3265	Bobby Rubio	708-405-3119	Rudy Cornejo	708-432-4421	Doug Embree	641-782-9830	Receiving Department	507-452-3433 x153248	
APPOINTMENTS	maywooddrappointments@ferrarausa.com		shipping_forestpark@ferrarausa.com		bellwoodwarehouse@ferrarausa.com rudy.cornejo@ferrarausa.com		Vickie.Bohn@ferrarausa.com Lisa.Bradley@ferrarausa.com		trent.stafford@ferrarausa.com gary.wenzel@ferrarausa.com		
	SHIPPER'S WAREHOUSE, 901 CARLOW DRIVE, BOLINGBROOK, IL 60490		SHIPPER'S WAREHOUSE, 1321 W THORNDALE AVE, ITASCA, IL 60143		SHIPPER'S WAREHOUSE, 3953 GIFFORD STREET, GRAND PRAIRIE, TX 75050						
DAY	Start	End	Start	End	Start	End					
Monday	5:00 AM	10:00 PM	8:00 AM	5:00 PM	4:00 AM	1:00 PM					
Tuesday	5:00 AM	10:00 PM	8:00 AM	5:00 PM	4:00 AM	1:00 PM					
Wednesday	5:00 AM	10:00 PM	8:00 AM	5:00 PM	4:00 AM	1:00 PM					
Thursday	5:00 AM	10:00 PM	8:00 AM	5:00 PM	4:00 AM	1:00 PM					
Friday	5:00 AM	10:00 PM	8:00 AM	5:00 PM	4:00 AM	1:00 PM					
Saturday	5:00 AM	10:00 PM	Closed	Closed	5:00 AM	1:00 PM					
Sunday	Closed	Closed	Closed	Closed	Closed	Closed					
Contacts	Anna Burkart	630-633-2132	Anna Burkart	630-633-2132	Elsa Hernandez	972-619-1586					
	Angie Opyd	630-633-2107	Angie Opyd	630-633-2107							
APPOINTMENTS	bolingbrookCS@ferrarausa.com		ferraracustomerservice@shipperswarehouse.com		giffordappointments@shipperswarehouse.com						

## **SECTION B. EASY “STEP-BY-STEP” GOODS RECEIPT PROCESS**



1. Commercial Driver arrives for the scheduled appointment on time
2. Driver signs the Appointment Log (Time/Initial) with the Security Guard to gain access to the premises
3. Guard confirms seal or lock number on the trailer matches the documentation.
4. Guard lets in driver into the yard after driver information validated



5. Driver to contact Warehouse Receiver upon arrival
6. Driver hands all documents to Receiver upon arrival
7. Driver positions the truck by the dock for unloading and ensures wheels are braced/secured.



8. Receiver reviews accuracy of documents (quantity, item description, shipper info)
9. Receiver reviews accuracy/legibility of documents and seal information



11. Receiver hands over Quality Documentation to Quality Assurance Specialist to review
12. Quality Assurance Specialist reviews Certificate of Analysis against the specifications, and communicates with the receiver if it is OK to unload
13. Receiver approves the seal to be broken (TL) /lock to be unlocked (LTL)



14. Driver opens the cargo doors, guarantees required clearance for unloading the truck. For bulk loads, driver ensures proper parking arrangement by the silo
15. Receiver visually checks inside the trailer for non-conforming product, damage to pallets and other potential issues that may have impacted the quality of the goods in the trailer.
16. Receiver approves the load and informs forklift operator to start the unloading process. If a bulk load is being unloaded, proper hoses/pumps are connected to the bulk silo system.
17. Forklift operator or Receiver unloads the trailer while the driver inspects the unloading process. If samples are being taken, Quality Assurance Specialist will begin their testing of the sample.
18. Receiver Signs the Bill of Lading with accepted quantity and finalizes MIGO transaction.
19. Driver leaves the dock area and signs-out on the appointment log.

**\*PLEASE PRINT THIS PAGE AND DISTRIBUTE IT IN THE RECEIVING AREA & SECURITY OFFICE.**



## SECTION C. DETAILED INSTRUCTIONS AND TIPS

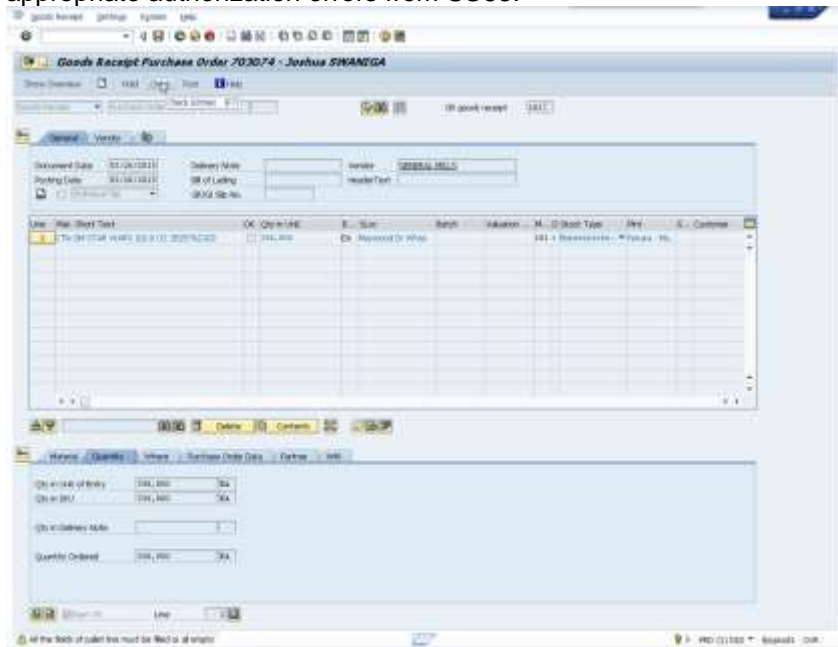
1. Commercial Driver arrives at Ferrara Facility at the scheduled appointment time. If driver missed the appointment time by the end of the day, the driver or supplier is to request a new appointment with the receiver, receiver to notify the releaser at time of “no-show”. Releaser will update the P.O. with the proper delivery date.
2. If security guard is present, the log must be filled out with the security guard. Driver to pull up to the security office to sign in on appointment log with time of arrival, and scheduled appointment time. Security guard will confirm seal or lock number on the trailer matches the Bill of Lading documentation. If the dock is occupied with another driver unloading, drivers will need to wait in a safe location, inside the cabin, for the dock to become available. Truck must NOT be unloaded until the following steps are completed.
3. Driver will hand documentation to the receiver. (**Required Documentation: Bill of Lading & Certificate of Analysis**. Optional documents are wash tickets, MSDS certificate, and other documentation)
4. Receiver to provide COA to QA personnel to check the values of the COA against the specification. QA specialist communicates back to receiver if requested documentation is within acceptable values. If a COA is not accompanied with the load and supplier cannot fax it to the receiver/quality assurance specialist, **REJECT** the load. If the list of items is matching the specifications, the QA member will inform the receiver “OK to unload”.
5. Receiver walks to the back of the truck in order to check seal number or lock code against B.O.L. document to confirm information is matching. If it does not match, **REJECT** the load. Receiver also checks to confirm that B.O.L. is legible and conforms to the P.O. information. MIGO transaction will be utilized by receiver to verify that the B.O.L. conforms to the P.O. details.
  - a) Complete match (Quantity, Product Description, PO#, etc.): **ACCEPT LOAD**
  - b) Partial match (Quantity-only, less than expected): **ACCEPT, P.O. CANNOT BE “CLOSED”**
  - c) Partial match (Quantity-only, more than expected); **ACCEPT ONLY IF APPROVED BY MATERIAL RELEASER**
  - d) Incomplete match (Product Description, PO#, etc.): **REJECT LOAD**
6. For partial match mentioned above, the receiver must inform the material releaser of the “quantity deviation” and receive instructions from the releaser on how to proceed. Releaser will need to contact the supplier to re-schedule the delivery for the balance of order, or return any surplus product that may be unwanted in the warehouse if supplier ships over the requested P.O. quantity. Supplier will need to schedule a new appointment with the warehouse to deliver the rest of P.O. quantity that it couldn’t deliver in the first attempt. If the balance of the order will not be received, releaser will need to close the P.O. at that time.
7. Receiver gives the “**OK**” to driver to cut the seal or unlock the lock (LTL). (Locks are allowed only for LTL orders and cannot be used in Full Truck Loads.)
8. Receiver positions him/herself by the dockside for a visual inspection prior to unloading. If anything appears out of expectations, including visual damage to the cargo, foreign material contamination, or has an “off-odor”, receiver to contact quality assurance specialist immediately to review load for a second opinion and **REJECT** the load if product is non-confirming to expectations.
9. Receiver informs driver that he will start the unloading process, gives the **OK** to Forklift driver to begin unloading. Receiver will remain by the dockside and supervise the unloading

process with the driver to resolve any disputes immediately. If the received is also the forklift operator, the QA specialist could also assist the unload process to resolve any disputes.

10. After unloading is complete, the receiver has to inform the driver the accepted quantity (full/partial) and must hand-write the quantity accepted directly on the B.O.L. Receiver to keep one copy of the B.O.L. with the proper quantity displayed, and scanned for future reference. Receiver gives all other B.O.L. pages to the driver. For shipper arranged transportation, it is the carrier company's driver's responsibility to submit a copy of the edited BOL back to the shipper. It is the supplier's responsibility
11. If transportation has been arranged by Ferrara Candy (referred to as "Collect"), receiver will email a copy of the edited B.O.L to the shipper as well as material planner. If the quantity accepted is less than the original quantity shipped, Ferrara Candy will contact the carrier to resolve quantity deviation issues.
12. Prior to departure, driver signs out on appointment log with time of departure and initials. If the driver does not sign out, any demurrage charges proposed by the shipper or transportation company will be rejected.
13. Receiver enters goods receipt through MIGO transaction in SAP by end of shift (MIGO transactions should be done immediately while the details of the unload activity is relevant/recent). Goods Receipt for deliveries made "after hours" must be completed within 24 hours of receipt. If transportation is arranged by shipper, shipper will be responsible for charges related to rejected loads such as freight cost for returned product, replacement load costs, lost production-time, warehousing charges and other additional charges.
14. Fully or partially rejected loads will be immediately transported back by same carrier that the load arrived on or instructed by supplier. Shippers cannot use Ferrara dock space for "product holds".

#### **SECTION D. SAP MIGO TRANSACTION**

For access inquiries, submit a Help Desk ticket to [helpdesk@ferrarausa.com](mailto:helpdesk@ferrarausa.com) with a print-screen of the appropriate authorization errors from SU53.



For improvements/revisions to the document please provide your suggestions to [Daniel.Park@ferrarausa.com](mailto:Daniel.Park@ferrarausa.com)

