



HIGHLAND BAKING CO.
Bread is our passion. Service is our specialty.

Effective Thursday, August 11th, 2022, Highland Baking Co. will implement a new online scheduling platform for the arrangement of pickup and delivery appointments at our facilities. Instructions below will guide through this new process:

NOTE:

- **Appointments are created for single truck pickups or deliveries of one or more purchase orders. If scheduling multiple single truck pickups or deliveries, please schedule an appointment for one and repeat the process as necessary for additional truck appointments**
- **The HBC Scheduling Portal is for NEW appointments ONLY.**

- Using web browser, navigate to <https://highland.traffix.com/>
- Enter Broker/Carrier Name, Name of Scheduler, Phone, and Email for visibility and any needed communication
- Select the Highland Baking Location and whether scheduling a Pickup or Delivery
- Appointment can only be scheduled for your Tendered pickup/delivery date.
- *If an Invalid Date error or any discrepancies with the confirmed ship/delivery date, please contact the customer/broker/carrier who tendered the shipment and confirm the ship/delivery date prior to contacting Highland Baking. If Highland Baking tendered the shipment, please reach out to Highland Baking directly.*
- Type the Load or PO number included on the load tender into the field and click “Validate & Add Load”
 - The Load number, Lane information, and PO number will populate for reference
 - If additional POs will be included on the single truck, type the additional PO(s) and click “Validate & Add Load” for each additional to add to the appointment
- Click the checkbox to confirm all added Loads/POs will be part of a single truck pickup or delivery
- The HBC Scheduling Portal is for new appointments only. Any change for existing appointments must be e-mailed to Highland Baking at the below email addresses:
 - Northbrook Facility: FShippingNB2@highlandbaking.com
 - Spartanburg Facility: FShippingSC@highlandbaking.com
- All available appointment timeslots for the assigned day will populate for selection
- Clicking “Schedule Appointment” will process the appointment and navigate to a confirmation page displaying the Confirmation Number and details of the appointment
- Save the Confirmation Number provided as this should be used at the time of driver check-in for more efficient arrival at Highland facilities
- Use the option to “return to schedule an additional appointment” if an additional truck appointment is needed. Previously entered contact information will remain in the data fields for efficiency in this process

For technical support using HBC Scheduling portal please email appointments@highlandbaking.com

We appreciate your cooperation in migrating into our new scheduling system and look forward to continuing our successful partnership.



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Please schedule an appointment for a single truck pickup or delivery. If multiple POs are associated with a single truck pickup or delivery, please add all POs and select a single appointment. If you have multiple truck pickup appointments to schedule, please schedule one and repeat process

BROKER/CARRIER NAME

ABC Carrier

NAME OF SCHEDULER

Eric Verdonk

PHONE NUMBER OF SCHEDULER

555-555-5555

EMAIL ADDRESS

appointments@highlandbaking.com

LOCATION

- Northbrook
 South Carolina

DIRECTION

- Pickup
 Delivery

LOADS

Load Number	Origin/Destination	PO/Order Number	
L220804-046	HIGHLAND NORTHBROOK to HARBOR FOODSERVICE	7587534	<input checked="" type="checkbox"/>
L220804-044	HIGHLAND NORTHBROOK to PLAZA FOOD C/O EAGLE LOGISTICS	305012	<input checked="" type="checkbox"/>

Load, PO or Order Number

VALIDATE & ADD LOAD



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Confirm all added Loads/POs will be part of a single truck pickup or delivery

APPOINTMENT DATE

Wednesday August 10th, 2022

APPOINTMENT OPTIONS

- 6:30 AM
- 7:00 AM
- 7:30 AM
- 8:00 AM
- 8:30 AM
- 9:00 AM
- 9:30 AM
- 10:30 AM
- 11:30 AM
- 12:30 PM
- 1:30 PM
- 3:30 PM
- 4:30 PM
- 5:00 PM
- 5:30 PM
- 6:00 PM
- 6:30 PM
- 7:00 PM
- 7:30 PM
- 8:00 PM
- 8:30 PM

SCHEDULE APPOINTMENT

Many thanks from the entire Highland Team!