

# Standard Operating Procedure



SOP# **MP0-006**

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Revision: B

Revision Date: 06/20/2023

Document Change Notice (DCN): <None>

Approvals:	Initial	Date
Director of Quality Assurance	DG	1/12/24

## Title: Shipping Procedure

### Purpose:

To define a procedure to control the flow of shipping documents and loading practices.

### Designation of Responsibilities:

Logistics and Inventory Manager  
Customer Service Representative  
Shipping and Receiving Clerk  
Forklift Drivers  
Scanners

### Materials Needed:

QA2-009F1 - Truck Inspection/Incoming & Outgoing  
MP0-005F1 – Batch Record for Packaging Projects  
Bill of Lading/Packing List  
Scan Tags

### Process / Procedure:

- 1) Customer Service Representative receives completed MP0-005 (Batch Record) indicating completion of production.
- 2) Our shipping schedule operates by appointments only for FTL or Full Truck Loads. This means that truck loads are added to our schedule once the CSR confirms an appointment Date and Time with a Broker or carrier. These appointments can range from 7am to 8pm on a daily bases. Weekends are generally not scheduled except for special circumstances that are previously arranged.
  - A. Appointments are made based off the availability in the Shipping Schedule, and date of completion of the product being requested to ship out.
- 3) After verification and review of MP0-005(Batch Record), the Purchase Order, and inventory, a BOL and Packing list is drafted (one copy stays in our job folder for our records).

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- 4) Lot number's and Best By/Expiration dates must be included on all paperwork if applicable.
- 5) Shipping documents are sent to Shipping & Receiving Clerk who on the day of the appointment will assign the truck to a dock door. As well as assign picking & loading of the shipment to a forklift driver.
- 6) Detention Time: refers to the time spent on a truck after the allowed time has expired. For full truck loads the standard allowed time per truck from appointment time\* to release is 2 hours. LTL or Less Than Truckloads allowed times are based on the weight of the load. Generally, as long as we are loading and releasing LTL's within 15 to 20 mins we do not have to worry. If the allowed time expires we will be charged per hour for every hour beyond the allowed time. The carriers set this fee.
  - A. Appointment Based Scenarios\*:
    1. **Driver is on time or early for their appointment:** Detention would start 2 hours after the time of his appointment, regardless of if he was in a door or not. For example; if the drivers appointment is at 12pm and he signs in at 11am, he must be unloaded or loaded and released by 2pm.
    2. **Driver is late for their appointment:** Detention would start 2 hours after the time he was put in a door. So if a drivers appointment was at 8am, he signed in at 9am, and he received a door at 11am; detention time would start at 1pm.
- 7) Trucks are put in the Doors as Follows:
  - A. **For drivers who are on time for their appointments; we always go by appointment whether we are ahead of schedule or not.** The reason behind this is that bumping one truck in front of another no matter what the immediate benefit might be in that moment, will ultimately hurt us at the end of the day by costing the company money in detention time. For example if a truck takes 1 hour to process and we bump a later truck in front of another, it now sets that other truck back 1 hours and subsequently every other truck behind him in line. We now have 50% of the time allowed left on every truck still waiting to be processed. This kind of situation can cause ill will with the drivers, the carriers, and our customers.

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- B. For Drivers who are late for their appointments; we go by first come first serve while serving our on time appointments.** During the course of the day we will have gaps in our schedule created by drivers who arrived early and were processed ahead of schedule or drivers who are late for their appointments. That is the time to start working in these late drivers on a first come first serve bases.
- 8) Shipping & Receiving Clerk will verify all documentation from the truck driver, who comes to pick up the shipment, to ensure the truck driver is the correct person to be picking up the shipment.
- 9) Clerk will instruct driver to fill out the “Driver Only” portion of the sign in sheet. Verify all lines are filled in properly. Shipping & Receiving Clerk will also check outgoing inspection forms (see SOP QA0-009 for instructions on how to fill in) are completed properly, signed, and dated. Trucks are inspected for the following:
- A. Damage to front / nose
  - B. Damage to right side
  - C. Damage to left side
  - D. Damage to doors
  - E. Doors close and seal properly
  - F. Rear Bumper intact?
  - G. The Seal number matches the number on the BOL
    - 1. All non LTL trucks must have a seal on them.
    - 2. LTL shipments must have either a seal or a lock. If the shipment uses a lock instead of a seal mark that on the truck inspection form.
  - H. Trailer floors swept Clean all debris removed
  - I. Rodent / Insect Activity
  - J. Water Leaks / Water Damage
  - K. Damage Ceiling / Roof (Holes dents etc.)
  - L. Odors or indications of hauling garbage or chemicals

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- M. Damaged Product (In case of LTL do not load if there is other product in the trailer that is damaged. Contact the Logistics & Inventory manager and CSR for instructions.)
- N. Dock Locks and/or Wheel Chocks are set
- 10)** If there are any discrepancies with the BOL or failures on the truck inspection call the Logistics and Inventory Manger for instructions on how to proceed.
  - A. Any discrepancies with the BOL or failures of truck inspection will be reported to the customer who will give instructions on how they wish to proceed.
- 11)** QA2-009 – Truck Inspection must be adhered to the BOL
- 12)** Completed BOL with Truck Inspection shall be returned to the office for filing, billing, and distribution.

### Reference Documents:

- QA2-009 – Truck Inspection Form
- SA0-006 – Forklift Safety
- MP0-005 – Batch Record

### Revision History:

Revision	Date	Description of Change	DCN#
A	01/24/2023	Added Truck Inspection instructions, and requirement for all outgoing trucks, full or LTL, to have a seal or lock.	N/A

**End SOP:** SOP No: MP0-006 Title: Shipping Procedure

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