

Standard Operating Procedure



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Revision: H

Revision Date: 06/19/2023

Document Change Notice (DCN): <None>

Approvals:	Initial	Date
Director of Quality Assurance	DG	6/19/23

Title: Receiving

Purpose:

To define a procedure to receive products into our warehouse and validate the quantities received.

Designation of Responsibilities:

Logistics and Inventory Manager

Shipping and Receiving Clerk

Forklift Drivers

Scanners

Materials Needed:

QA2-009F1 – Truck Inspection Form

BOL, Packing Lists, SDS, COA/COC (documentation supplied by the driver)

Scan Tags

Scan Gun

Optional – Additional forms required by the customer.

Process / Procedure:

- 1) 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 basis. Weekends are generally not scheduled except for special circumstances that are previously arranged.
- 2) When Driver arrives greet the driver – Driver will present BOL and any other documentation they may have.
- 3) You will instruct the driver to fill out the “Driver Only” portion of the sign in sheet. Verify all lines are filled in properly.
 - A. In order to complete the rest of the sign in sheet refer to SOP QA2-009.
- 4) Locate the receiving appointment in the shipping / receiving schedule to verify appointment.

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- A. Receiving can also be entered into the receiving log without an appointment in the case of USPS, UPS, Federal Express and LTL shipments.
- 5) 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 whether 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.
- 6) Trucks are put in doors in the following order:
- 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 hour 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.
- 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

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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 basis.

- 7) Create Receiving Log Entry (this will generate an RI number)
 - A. Print Truck inspection (form QA2-009F1)
 - B. Print Scan Tags
- 8) Verify all documentation and incoming inspection forms (see SOP QA0-009) 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 (if there is a seal number on the BOL) Seal number must be checked BEFORE removing the seal.
 1. If the seal number does not match or the seal is missing call the Logistics & Inventory Manager and CSR for this customer to inform them. Do not open the trailer unless the Logistics & Inventory Manager and CSR give the go ahead.
 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. If there is neither a seal or lock on the LTL shipment call the Logistics & Inventory Manager, and CSR for this customer to inform them. Do not open the trailer unless the Logistics & Inventory Manager and CSR give the go ahead.
 - 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
 - M. Damaged Product

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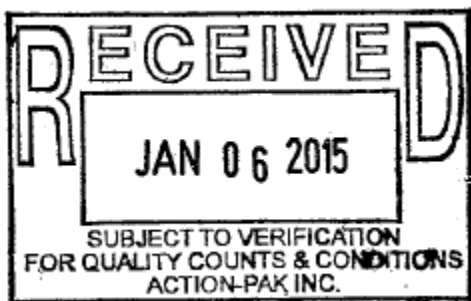
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- N. Dock Locks and/or Wheel Chocks are set
- 9) If there are any discrepancies with the BOL or failures on the truck inspection call the Logistics and Inventory Manger for instructions on how to proceed.
 - A. Any discrepancies with the BOL or failures of truck inspection will be reported to the customer who will give instructions on how they wish to proceed.
- 10) The designated warehouse staff will verify the contents, quantity, lot codes, and BBD (if applicable) versus the supplied packing list.
 - A. Any discrepancies must be reported to Logistics and Inventory Manager and customers CSR so that the customer may be informed.
- 11) Place a scan tag on each inbound pallet.
- 12) Designated unloader will scan the pallet and the location where they store it.
 - A. The reciever will stamp the paperwork with the recieving rubber stamp or its equivelent. The paperwork must indicate that the receiving at this point is based on the assumption that the paperwork counts are correct.



- B. If there is an out of spec discrepancy (out of date, defective product, damages), refer to QA2-002 (Hold Quarantine Policy).
 - 1. Inform customer and wait for disposition
- 13) Special Handling Requirements
 - A. CSR will alert the customer that they must mark the exterior of all packages and pallets with special handling instructions. Otherwise all materials will be received as normal materials.

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- B. Organic Products (See QA0-015)
 - 1. All organic product & materials must be marked as Organic.
 - 2. Organic product/materials shall be isolated in the warehouse.
- C. Allergens
 - 1. All Allergens must be marked as allergens and stored following QA0-004
- D. Receiver will observe any special customer markings such as store in a cool dry space or refrigerated items, etc.
 - 1. Relocate any special or refrigerated materials to the proper storage facility within the facility as soon as possible.
 - 2. Material cannot be exposed to the warehouse ambient temperature and humidity for more than 20 minutes. If this happens notify the CSR immediately. The CSR will alert the customer.

Reference Documents:

QA2-009 – Incoming & Outgoing Materials / Truck Inspection

QA0-004 – Allergens Policy

QA0-015 – Organic Certification

Revision History:

Revision	Date	Description of Change	DCN#
D	10JAN19	Added Special handling requirements	N/A
E	21MAR22	Expanded Special Handling Requirements	N/A
F	12/16/2022	Truck Inspection instructions added, updated receiving process to include scanning inbound pallets, clarified instructions	N/A
G	01/24/2023	Added LTL seal or lock instructions	N/A

End SOP: SOP No: MP0-001 Title: Receiving

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