

Standard Operating Procedure



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Director of Quality Assurance KWB 5/17/2022

Title: Incoming & Outgoing Materials / Truck Inspection

Purpose:

Protect the intrusion of pests from external sources and to insure that the customers are properly protected during transportation. Fulfill obligations for bioterrorism rules and regulations.

Designation of Responsibilities:

Shipping and Receiving

Production Management and Supervisors

Materials Needed:

Form QA2-009F1 Truck Inspection from (Incoming / Outgoing)

QA2-009T1

QA2-009F2 Truck Rejection Log

Process / Procedure:

1) Forms and Documentation

Submit the truck inspection form (QA2-009F1) with the normal receiving paperwork and BOL.

ALL AREAS OF THE FORM MUST BE FILLED IN COMPLETELY

A. Filled in by Driver

It is not practical to train the driver on the SOP. ActionPak personnel will be responsible to assist each driver to fill our paperwork in completely and correctly.

1. **Driver's License** – attach a photocopy of the Driver's License to the paperwork or copy the driver's license directly to the form. A company ID can be used in lieu of a driver's license under the following conditions, driver's license must verified to be valid by ActionPak personnel. ActionPak personnel must sign and date the photo copied ID. Company ID must be valid, dispatcher confirmed the driver and non-expired.
2. **Driver's Signature** – Check to see that it looks like the signature on the driver's license or government issued Identification.

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3. **Date** – This would be the arrival date in incoming and ship date on outgoing. Use this format DD-MMM-YY for example February 28th, 2009 would be 28FEB09. Spell out the month so that there is no confusion of the date.
4. **Carrier** – Name of the carrier or trucking company
5. **Trailer #** - Unique identifier of the trailer
6. **Truck #** - Unique identifier of the truck
7. **Point of Origin / Destination** – location on where the load is headed or where it came from. For example: If the driver picked up the load at a distribution yard then the “Point of Origin” would be the distribution yard, if the load came directly from the customer in Kalamazoo, Michigan then the “Point of Origin” address would reflect that. This information should match the Bill of Lading (BOL).
8. **P.O. # or Pickup #** - any dispatcher or customer reference information such as a Purchase Order Number.
9. **Load is properly loaded and braced** – This applies to outgoing shipments. For incoming a N/A (Not Applicable) would be in the initials areas. Outgoing would be initialed after the truck has been loaded and braced. It is important that the driver understands that by initialing this would pass responsibility of the load to the driver.
10. **Truck tires are properly chocked, or truck is locked to the building**
11. **Cell #** - Drivers cell number to call to notify when we are ready for them.

B. ActionPak, Inc. personnel

1. **Check Box** – Incoming / Outgoing
2. **Dock #:** Fill in what dock door the trailer is docked at
3. **Times:**
 - a) **Appointment Time** – The scheduled time the truck is supposed to arrive
 - b) **Sign in Time** – What time the truck actually arrived

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- c) Time in Door – What time the truck is backed into a door
- d) Time Released – What time the truck is finished and sent off
- 4. **Seal Number matches Seal number on the Bill of Lading (BOL) -** Note the Seal Number on the form. When a Seal Number does not match the Bill of Lading (BOL) or is not present the truck is **immediately** rejected. **Do not remove the seal or open the doors until instructed to do so by the Production Manager or higher management.** Inform the shipping receiving management team, production manager and customer service representative. See SOP QA0-007 Crisis Management Team and Mock Recall

ONLY ACTIONPAK, INC PERSONNEL CAN REMOVE THE TRUCK SEAL. CONTACT SUPERVISOR IMMEDIATELY IF THE SEAL IS REMOVED BY ANYONE OTHER THAT ACTIONPAK, INC STAFF

- 5. **Item** - This must correspond with the customers paperwork; it may not be a number or code it could be the form of a description
- C. **Truck Inspection for Inbound and Outbound shipments (form QA2-009F1 Rear) Circle Pass or Fail**
 - 1. Swept Clean and all debris removed
 - 2. Rodent / Insect Activity
 - 3. Odors or indications that the trailer has been used to haul garbage or chemicals
 - 4. Water leaks / Water Damage
 - 5. Refrigerated Truck – Functioning Circle Yes or No
 - 6. Damaged product
 - 7. Damage Front / Nose
 - 8. Left Side (Facing Front of Truck free of damage and holes)
 - 9. Right Side (Facing Front of Truck free of damage and holes)
 - 10. Floor – All floor boards solid, undamaged free from holes

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11. Ceiling / Roof Free of holes and damage
12. Inside / Outside Doors Close and Lock Properly
13. Outside Undercarriage & Locking Mechanism of trailer & container.

D. Responsibility

Sign and Print Names in the appropriate locations on the front and rear of form QA2-009F1. The same person can take responsibility and sign for all of the actions, except that the same person that loads the truck can't take responsibility for inspecting the truck.

1. **Loaded by:** Is the person or persons loading the truck usually this is the forklift drivers
2. **Load Inspected by:** Typically this would be the warehouse supervisor or designee. Inspection should certify that the correct products were loaded, load sheet is accurate and correct and the products are properly loaded.
3. **Seal Installed / removed by:** Can be any ActionPak, Inc. employee the seal number must match the number listed on the Bill of Lading (BOL). If the seal does not match the documentation do not load / unload the truck. Outgoing contact – ActionPak shipping staff and the production manager. Note all discrepancies on all paperwork.

Incoming – DO NOT UNLOAD THE TRUCK. CONTACT THE PRODUCTION MANAGER WHO WILL CONTACT THE CUSTOMER.

2) Incoming - Before unloading the truck inspect the exterior of the truck

- A. Reject the truck for any obvious damage to the exterior
- B. Remove Seal – This can only be done by ActionPak designated personnel. If the seal is removed by anyone else.
 1. Note that the seal was already removed on for QA2-009F1
 2. Identify who removed the seal and note it on QA2-009F1

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3. Contact Warehouse Manager who will contact the Customer Service Representative and the customer. Customer will decide to reject the truck.
 - C. Perform an inspection of the interior of the truck and its contents.
 - D. During the unloading of the truck inspect each pallet for signs of rodent activity and insect activity, damage to product and packaging.
 1. Inform warehouse supervisor and quality immediately for any activity or damage
 2. Quarantine and isolate all products affected follow SOP QA2-002 (Hold Quarantine Policies)
 3. Inventory all damaged product and report to CSR
- 3) **Outgoing** – Perform complete inspection. Only load the truck after the inspection is completed

DO NOT LOAD A TRUCK THAT HAS FAILED INSPECTION

- A. If an inspection has failed contact the production manager and he will contact the customer.
- B. Load is properly loaded and braced

ONLY ACTIONPAK, INC PERSONNEL CAN INSTALL THE TRUCK SEAL. DRIVERS ARE NOT PERMITTED TO SEAL TRUCK AT ANYTIME (NO EXCEPTIONS)

- 4) **Rejecting the truck**
- A. Inform the production manager who will then inform the customer
 - B. If a customer wants to override the rejection. It would require either a written fax or email from the customer stating their intentions and responsibility for using a rejected truck or the acceptance of damaged materials.
 1. If customer overrides the rejection keep that email/fax in their file for 2 years.

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C. For each truck rejection fill out log QA2-009F2. Each truck rejected needs to be a new row on the log.

1. Fill out each column, if a truck rejection is not overruled enter N/A for those columns.

5) Loading Dock Doors

A. Loading dock doors must be closed unless there is loading / unloading activity in progress. Doors must be closed for inactivity of more than 5 minutes.

B. Doors must remain closed unless there is a truck present at the loading dock and against the dock seal.

C. Door must be closed before the truck drives away from the building.

D. Loading Dock Door can only be open after the truck is completely backed up to the building and in contact with the dock seal.

E. Exception – Loading Dock Doors can be open with a properly fitting screen.

6) Training

A. All employees must pass test QA2-009 to complete the training for this SOP.

Reference Documents:

QA2-002 Hold Quarantine Policies

QA0-007 Crisis Management Team and Mock Recall

Revision History:

Revision	Date	Description of Change
D	3/11/15	Added tire chocking
E	9/22/15	Added clarity for inbound time
F	8/25/16	Added company ID acceptance
G	1/5/2021	Modified to fit new Truck Inspection Form. Add clarification to truck seal procedure on incoming trucks.
H	3/10/2022	Added clarification regarding truck seals
I	5/17/22	Added log for Truck Rejections

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