**Scheduling and Check-in Procedures**

* ASDSA
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1. Receiving of product is expected to be scheduled by the carrier at least 48 hours in advance using NCR Dock Scheduling. Only scheduled deliveries with verified PO numbers are received.
2. All drivers must sign in with the Guard shack Clerk. Carriers without seals must lock their doors between stops and be able to show that the door is locked upon inspection at arrival. associates will verify seals and locks before receiving freight.
3. Locks and seals are checked before unloading. Trailers that are not sealed or locked, such as LTL deliveries, will be inspected by a associate.
   1. Verify all paperwork matches BOL and receiving paperwork.
   2. Inspect cases on every pallet, reject load, and alert supervisor if evidence of product tampering is found.
4. Trailer should be chocked or locked into dock area before unloading.
5. BOL is checked for mention of a Temp Tale; if there is Temp Tale listed
   1. If the monitor is not in alarm, then monitor goes to office and receiving process continues i.\*Note: all non-alarmed temptales are downloaded by the end of the day upon which they are received

**Dock Areas**

a. Loading and unloading areas should be configured, cleaned, disinfected, and properly maintained to prevent product contamination. Loading or unloading area should have easy access to all areas for cleaning.

b. Dock for freezer & cold dock areas must be adequately insulated for Temperature control capacity. has an effective temperature control system monitoring dock temperature, however staff must be aware of temperature at all times. Dock areas must have garage doors closed at all times if not active. Dry dock doors are closed and locked when not in use.

1. Dock areas must have an effective program for preventing environmental contamination and infestation of insects, and rodents. has an active program in place for monitoring all dock areas. Weekly checks are conducted by an in-house program. Professional Pest service does a monthly in house observation of the dock area and facilities. The in house observation is documented with a scanner system with report read-outs. Outside carriers may employ, at their own expense, our contracted unloading service available on site.

**Product Receiving Procedures (Temperature Monitoring & Load Inspection)**

1. Seal number is to be recorded on the receiving document and verified against Bill of Lading paperwork from incoming trucking company.
2. Trailer condition will be inspected and recorded in the HACCP Question/Answer Log. If trailer is unacceptable, a Supervisor or Lead is immediately notified. If needed Warehouse Manager and Buyer would also be notified; unacceptable trailers and product will be rejected, pending Supervisor or Quality Assurance inspection. Acceptable is defined as follows:
   1. Trailer is free from insect/rodent infestation or evidence of infestation.
   2. Walls, ceiling, flooring and cooling units are in good condition with no holes, cracks, visible light or panel separation.
   3. Lights are covered and contain bulbs, which are operating and shatterproof.
   4. Drain holes intact with no visible light and free from obstructions
   5. No offensive odors
   6. No cross contamination of product.
   7. No footprints on product boxes.
   8. Trailer is clean and free of debris.

1. Receivers shall perform a condition inspection of every trailer and note the condition in the HACCP Question/Answer Log.

2. All frozen and refrigerated product must be received on the refrigerated dock. Pallets of product are inspected and checked in by a receiver.

o All loads should be examined by dock personnel for pest activity, product leakage and/or breakage of cargo before unloading. If any issues arise dock personnel should immediately report this to the warehouse manager, buyer, and/or QA.

3. Receiver must confirm that Bill of Ladings (BOL)/Shipper Invoices and receiving document numbers match. Receivers must confirm that merchandise on receiving document match the items on BOL by counting product and verifying the quantity on the receiving document. No product shall be received without proper paperwork.

4. Any damaged product will be refused or set aside for disposition from a Buyer.

5. Receiver will check for proper pallet size and tie-high breakdowns and that those pallets are secured by tape or wrap for transport and storage. Any soft bagged items prior to placing them on a pallet will require a slip sheet on the pallet. If a soft bagged pallet is to be stacked, an additional slip sheet will be required on the top of the pallet. If incorrect, the driver/lumper needs to rework until correct.

6. The driver must sign the shipper’s BOL acknowledging the correct information for shortages and damage.

7. Receiver shall check ‘use by dates” to ensure maximum shelf life. If receiver receives a shelf life warning in WMS while receiving an item, they must contact the inventory control manager/buyer/merchandising department.

8. Receiver will check temperature on all refrigerated and frozen loads with an infrared thermometer. These temperatures will be noted on the Purchase Order document in the appropriate area. On full loads of product, temperatures will be taken and recorded from the back, middle and front of the load. Temperature Receiving Guidelines are found in our Food Safety Plan and HACCP Plan; guidelines include:

9. Receivers will first use the infrared thermometer to determine if the product is within range. If the infrared thermometer indicates product is out of range, then Quality Assurance and the Warehouse Supervisor will be notified. A supervisor or QA associate will then use a NIST thermometer to verify the recordings and indicate the course of action to be taken.

10. Receivers will report any damaged, spoiled or questionable product to Quality Assurance, a supervisor, or manager immediately so it can be inspected and properly repaired, refused or disposed of as necessary with the results being communicated to our Merchandising Department and QA.

11. The department supervisor or manager will be responsible for communicating with Quality Assurance and a decision will be made to place the product on hold or to refuse the load. If the decision is made to hold the product, Quality Assurance will be responsible for notifying inventory control to place these pallets of product on hold and communicating their disposition to the appropriate merchandising personnel. Product in storage in’s facility is inspected on a regular basis with any damaged product being disposed of if the internal packaging has been compromised.

**Product Receiving Procedures (Product Staging)**

12. The receiver will place a bar-coded license plate on the lower right corner of the pallet and scan the pallet record into the WMS system with a hand-held RF device. Each incoming product shall occupy its own pallet or at least have a face position with other products on the pallet to allow accurate and consistent labeling of all product within the facility. Item is tracked by item number, slot location, and date received on the dock.

13. After product is all tagged and everything matches without discrepancies against the bill of lading and the Purchase Order, receiving documents can be completed.

14. All product must be palletized. All pallets should be verified to be clean and in good condition. Product on broken/splintered or unclean pallet(s) must be transferred to a suitable pallet(s)

15. Product must not overhang edge to pallet. Any pallet with overhanging product must be restacked, unless approved by a supervisor.

16. Product can then be moved off of the dock area to appropriate stocking location by the lumpers and put away by forklift operators. Purchase order documents must be filled out with all temperatures and description of trailer, which is listed on back of purchase document. Once the receiving documents are completely filled in and signed, they are forwarded to the appropriate buyer for review.

17. Never stack any product on its side or upside down, or beyond any maximum stacking height listed on the box. Place all product with the arrows point up. Boxes and packaging are designed to be used in their UP position. Even if the box or package does not crush, the movement of the product within the packaging frequently causes damage unseen from the outside.

18. Receivers are not to accept any damaged unsalable products; any questionable damage must be approved by the receiving supervisor.

19. If a product is deemed to be too close to expiration when received, it must be noted on the bills that the product has been “received under protest” or the product may be refused altogether with the approval of Merchandising Department.

20. Temperature controlled product shall not be staged on a chill dock for more than an hour.