



S/R DRIVER

POSITION COACH PLAYBOOK



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GETTING STARTED

ABOUT THIS PLAYBOOK



What's the purpose of this playbook?

This Position Coach playbook provides a master reference document to help you prepare for and deliver the S/R Driver course.

What will I find in the playbook?

This Position Coach playbook is a comprehensive package that contains:

- The course delivery sequence
- Checklists of necessary materials and equipment
- Presentation scripts and key points to cover
- Instructions for managing exercises, case studies
- Other instructional activities

How is this playbook organized?

This section, "Getting Started," contains all of the preparation information, such as learning objectives, pre-work, required materials, and room set-up. Next the program itself is divided into lessons. Each lesson begins with a one-page summary showing the Purpose, Time, Process, and Materials for the lesson. Use these pages to get an overview of the lesson that follows.

ABOUT THIS PLAYBOOK, CONT.

How is the text laid out in this playbook?



Every action in the program is described in this playbook by a text block like this one, with a margin icon or slide image, a title line, and the actual text. The icons are used to identify administrative information for the Position Coach, designed to help catch your eye and draw quick attention to "what to do and how to do it."

For example, the icon to the left indicates that the accompanying text discusses time or an agenda relating to the course. Icons are also used in title bar of the slides within the course PowerPoint, relating to the purpose of the slide or the information contained within it.



POSITION COACH NOTE

You may also occasionally find Position Coach notes such as this one in the text of this playbook. These shaded boxes provide particularly important information in an attention-getting format.

THE PROGRAM IN PERSPECTIVE

Why an S/R Order Picker Driver course?

The S/R Driver course has two sections: S/R Order Picker Driver and Pallet Storage and Retrieval Driver.



Section I: The Order Picker Driver, will equip the learner with the ability to store and retrieve iLPNs in the Case S/R area. When iLPNs are stored and retrieved correctly, the driver can locate them more quickly and increase productivity throughout the Distribution Center.

Section II: Pallet Storage and Retrieval Driver, will provide the Team Member with the correct processes used to store and retrieve pallets in the pallet storage area.

Skills to Master

- Place an iLPN in an open bay location
- Locate and place an iLPN in an alternate location when the original bay location is full
- Enter appropriate WMoS command and contact an Ops Specialist if a putaway location is not available in the work area
- Retrieve an iLPN from a system-specified location
- Retrieve an alternate iLPN when the original iLPN is unavailable
- Generate a Chase Task when the iLPN is not available in the work area



Program Timing

The S/R Driver course requires seven hours to complete.



Number of Participants

Designed for 20 participants with two Position Coaches.



PROGRAM PREPARATION

Required Materials

- 1 Projector
- 1 Computer for Position Coach
- 1 RF device with scanner for the classroom (truck-mounted model, if possible)
- 2 RF devices with scanners for the Practice and Performance Check (truck-mounted model, if possible)
- Player Readiness Check (1 per Team Member)
- Pencils (1 per Team Member)
- Course Evaluations (1 per Team Member)
- Clipboards (1 per Team Member)
- Work Instructions:
 - NALCM.WI.CSR.OPPutaway
 - NALCM.WI.CSR.OPRetrieval
 - NALCM.WI.CSR.AlternateCase
 - NALCM.WI.CSR.SkipiLPN

Putaway

- 1 aisle code/placard for the classroom
- 2 aisle code/placard for the Performance Check
- 2 aisle code/placard for the Practice
- 3 sample iLPNs (cartons) for the classroom
- 6 sample iLPNs (cartons) for the Practice
- 6 sample iLPNs (cartons) for the Performance Check
(Note: Reusing same cartons and applying different labels)
- 60 sample iLPN bar codes only for the Practice
- 60 sample iLPN bar codes only for the Performance Check
- 3 sample location bar codes for the classroom
- 60 sample location bar codes for the Practice
- 60 sample location bar codes for the Performance Check



Retrieval

- 1 desk or shelf for the classroom demonstration
- 1 chair to represent a pallet in the classroom demonstration
- 3 sample iLPNs for the classroom
- 6 sample iLPNs for the Practice
- 6 sample iLPNs for the Performance Check
(Note: Reusing same cartons and applying different labels)
- 60 sample iLPN bar codes only for the Practice
- 60 sample iLPN bar codes only for the Performance Check
- 3 sample location bar codes for the classroom
- 80 sample location bar codes for the Practice
- 80 sample location bar codes for the Performance Check

Room Set-Up

- The room must be set up with a projector, connected to a computer with access to WMoS.
- At the front of the room, there should be a table or shelf with the following items:



Putaway Lesson

- 1 aisle code/placard
- 3 sample iLPNs
- 3 sample location bar codes attached to the front
- RF device with scanner

Retrieval Lesson

- 3 sample iLPNs
 - 4 sample location bar codes attached to the front
 - RF device with scanner
 - 1 chair to represent a pallet
-

WORK INSTRUCTIONS

About

Work Instructions are documents which outline process steps.

When a Work Instruction should be referenced during the course, a note will be included in the course slides, either:

- At the bottom of the slide, in teal text, or
- In the lesson steps

This note will include the Work Instruction's name, without a version number.

Work Instructions reviewed during a lesson will also be listed in the **Required Materials** list, at the beginning of each lesson within this Position Coach Playbook.



POSITION COACH NOTE

Work Instructions can be updated frequently, so it is important to ensure that you have the **most recent version** of any Work Instructions reviewed during the course.

Depending on the instructions relating to each course, Work Instructions may be passed out, but they should be collected before leaving the classroom.



SECTION I: S/R ORDER PICKER DRIVER COURSE OVERVIEW



The table below serves as an overview showing the lesson names, timings, and process descriptions for the entire course.

COURSE OVERVIEW TABLE

Time	Lesson Name	Process Description
10 minutes	Welcome	Introductions, Ice Breaker, Expectations, Agenda, Course Description, and Maxim review
5 minutes	Shift Preparation	PMV inspection and safety overview
10 minutes	Operator's Battery Changing	The battery changing process for the order picker
15 minutes	Radio Communication	Operating and communicating effectively using the truck-mounted radio
20 minutes	Case Putaway	Placing iLPNs in open locations and locating alternate locations (includes Case S/R tour and Practice)
20 minutes	Case Retrieval	Retrieving iLPNs from system-specified bay locations and locating alternate
80 minutes	Practice	Practice for Case Putaway and Retrieval tasks
80 minutes	Player Readiness Check	A Performance Check for Case Putaway and Retrieval tasks
Course Duration: 4 hours		

WELCOME

Purpose



The purpose of this lesson is to welcome the Team Members, explain the teaching points, and encourage the group to be comfortable with one another.

Program Timing



The Welcome section takes 10 minutes to complete including 5 minutes for an ice breaker activity.

Process



The Position Coach introduces himself/herself, addresses and explains the teaching points, and asks the Team Members to introduce themselves. An ice breaker activity is included to promote learning the Team Members' name.

Materials Needed



- 1 Projector hooked up to PC
 - 1 Screen
 - 1 S/R Driver PowerPoint
 - 1 Attendance sheet
 - Name Tags (1 per Team Member)
 - Markers (1 per Team Member)
-

WELCOME, CONT.



Show Slide 1.

- **Show** this slide and greet Team Members as they enter the room.

WELCOME

- Introductions
- Icebreaker

Show Slide 2.WELCOME

- Introduce yourself to the Team Members.
- Guide Team Members through the following Icebreaker activity:
 - **Distribute:** name tags and markers to each participant.
 - **Ask:** Team Members to write their names and three adjectives to describe their favorite animal on the name tag.
 - **Ask:** Team Members to introduce themselves and to describe how the three animal adjectives can be applied to them.

WELCOME, CONT.

 AGENDA

- Shift Preparation
- Operator's Battery Changing
- Radio Communication
- Case Putaway
- Case Retrieval
- Player Readiness Check

 3

Show Slide 3.AGENDA

- **Say:** During this course, we will cover:
 - How to prepare for your shift
 - Your role in the PMV battery changing process
 - How to operate the truck-mounted radio
 - The process steps for storing cases, which is referred to as case putaway
 - The process steps for retrieving cases.
- **Say:** You will have opportunities to practice on the floor with helpful coaching provided as needed. We will wrap up the course with a Player Readiness Check, which will help you ensure that you have mastered each task.
- **Discuss:** Team Member Expectations and Position Coach Expectations as displayed on the poster.

 COURSE DESCRIPTION

After completing this course, you will understand how to:

- Identify all equipment, terms, and process steps
- Store and retrieve Inbound License Plate Numbers (iLPNs) in the S/R area
- Handle any exceptions that may arise

 4

Show Slide 4.COURSE DESCRIPTION

- **Say:** After you complete the course, you will be able to:
 - Identify all equipment, terms, and process steps.
 - Store cases, which are also known as Inbound License Plate Numbers or iLPNs
 - Handle any exceptions that may arise, such as full or damaged locations.

WELCOME, CONT.



Show Slide 5. MAXIMS

- **Click:** for the non-course related Maxims to fade out.
- **Say:** Three of these maxims are especially important to keep in mind while performing your job duties.
- **Say:**

Do the Right Thing. Embrace the truth. Be transparent. Seek diversity. Promote sustainability. These values are a part of who we are. They give each of us a chance to make a unique contribution to the quality of life for others and to our business. They require all of us to challenge our assumptions and to apply our innovative nature to corporate responsibility. Every person and every product can serve our commitment to these values as a global citizen. Our success depends on it.

Simplify and Go. An opinion is not a decision. Commentary is not commitment. Observation is not action. Life is too short and the competition too fast to spend time in pointless debate and gratuitous nuance. The more honest and clear we are with each other, the faster we move and the better we work.

- State your position clearly.
- Trust the expertise of others.
- Ask questions when you don't know.
- Answer questions when you do know.
- Demand cooperation.
- Make quality the first measure of success.
- Innovate and you win. (Pretend to innovate and you lose.)
- Don't fear or repeat mistakes.
- Believe in dreams.

WELCOME, CONT.



■ **Say:**

Master the Fundamentals. There is no substitute for doing the hard work first. The commitment to excel and an unwavering focus on process are at the root of superior performance. We're a big company, incredibly complex yet able to deliver at a level and pace that others won't even attempt. We can because we are always training. We are always refining how we perform. None of it is easy. There will be bumps and twists along the way. Accept, master and move through them.

SHIFT PREPARATION

Purpose



The purpose of this lesson is to provide an overview of how to prepare for an S/R Driver shift.

Program Timing



The Shift Preparation lesson requires five minutes to complete.

Required Materials



S/R Driver handout

SHIFT PREPARATION, CONT.



Show Slide 6. SHIFT PREPARATION

Say: Now let us talk about how you will prepare for your shift.

LESSON OBJECTIVE

What will you learn in this lesson?

- How to prepare for your shift

Why is this important?

- Helps to ensure that your equipment will operate safely and efficiently during your shift
- Enhances your ability to meet daily putaway goals

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Show Slide 7. LESSON OBJECTIVE

■ **Say:** Before you begin your daily putaway tasks, there are a few important things you will need to do. This shift preparation helps you ensure that your equipment will operate safely and efficiently and also enhance your ability to meet your daily goals.

SHIFT MEETING

- Operational updates
- Work load information
- Task assignments
- Safety reminders

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Show Slide 8. SHIFT MEETING

■ **Say:** You will begin your day with a brief shift meeting where you will be provided with:

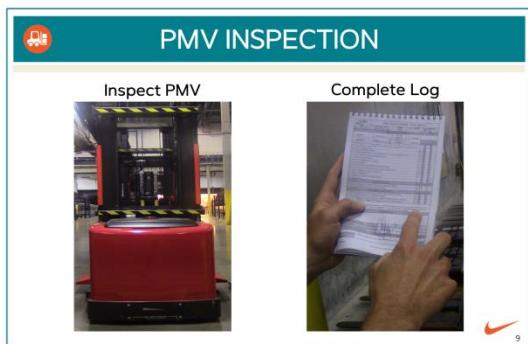
- The latest operational updates
- Work load information
- Your task assignments
- Any relevant safety reminders.

■ **Distribute:** the S/R Driver handout.

■ **Say:** Now let us take a look at the Terms and Meanings section of your handout. Refer to this handout throughout the course as we discuss terminology that may be new to you.

■ **Review:** the Terms and Meanings section at the top of the S/R Driver handout.

SHIFT PREPARATION, CONT.



Show Slide 9. PMV INSPECTION

- **Say:** As you learned in your PMV Safety Training class, you will need to conduct a vehicle inspection before you begin your putaway tasks. This inspection will keep you and your Team Members safe during the shift and also help prevent any delays that could be caused by equipment failure.
- **Say:** It is important to complete every step in the inspection process. You will complete the inspection log to ensure that steps are not overlooked.



Show Slide 10. PMV SAFETY REMINDERS

- **Say:** At the bottom of your S/R Driver handout, you will find some very important safety reminders. Safety should always be your top priority.
- **Click:** The first bullet point and the reminder appear.
- **Say:** Watch for pedestrians at all times. This includes checking below your order picker before lowering it to the ground.
- **Click:** The second bullet point and the reminder appear.
- **Say:** Come to a complete stop at the end of each aisle.
- **Click:** The third bullet point and the reminder appear.
- **Say:** Honk your horn at the end of each aisle to draw attention when you are exiting.
- **Click:** The fourth reminder appears.
- **Say:** Lower your order picker to the ground before crossing aisles.
- **Click:** The fifth reminder appears.
- **Say:** Just like when you are driving your car, be aware of your blind spots.

OPERATOR'S BATTERY CHANGING

Purpose



The purpose of this lesson is to familiarize Team Members with the Battery Changing process.

Program Timing



The Battery Changing lesson will take 10 minutes to complete.



During your facility tour, you will point out the Battery Changing station (BCS) and show the various lines on the floor used for guiding equipment for alignment to remove and receive batteries.

OPERATOR'S BATTERY CHANGING, CONT.

OPERATOR'S BATTERY CHANGING



Show Slide 11 . OPERATOR'S BATTERY CHANGING

- **Discuss:** the reason for all the information to be covered in this lesson with the class.
 - Key Terms
 - When to request a Battery Change
 - Battery Change process
 - Arrival and departure from the Battery Changing Stations (BCS)
 - Work Instruction (WI)
 - Benefits of getting a Battery Change
- **Ask:** for questions, if there are no questions; move to the next slide.



LESSON OBJECTIVES

What will you learn in this lesson?

- Equipment Operator's involvement in getting equipment's battery changed
- Equipment Operator's responsibility in the battery changing process

Why is this important?

- So the equipment operator will minimize equipment out of service time and impact to the operational work flow resulting in enhanced operational productivity

Show Slide 12. LESSON OBJECTIVES

- **Discuss:** the key points and expand on what will be covered throughout this lesson.
- **Discuss:** the importance of following the procedures to request a Battery Change. When these procedures are followed, battery changes will be conducted in a timely and efficient manner to minimize disruptions to the work flow process.
- **Ask:** the class why this lesson is important to them.
- **Ask:** for additional questions, if there are no questions; move to the next slide.

OPERATOR'S BATTERY CHANGING, CONT.



KEY TERMS

- **BCS** – Battery Changing Station
- **Indicator** – Displays the battery's charge level
- **Job Aid** – A step-by-step reference to assist you with performing job tasks
- **Ops** – Operations
- **WI** – Work Instruction

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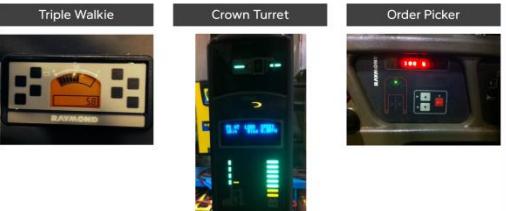
Show Slide 13. KEY TERMS

- **Discuss:** the key terms.
- **Discuss:** how these key terms will apply to their daily work routine.
- **Ask:** the class why these key terms are important.
- **Ask:** for additional questions, if there are no questions, move to the next slide.



EQUIPMENT INDICATORS

Triple Walkie Crown Turret Order Picker



14

Show Slide 14. EQUIPMENT INDICATORS

- **Discuss:** how each piece of equipment used has a different way of indicating the battery status (even the same manufacturer changes how this indication is displayed).
- **Discuss:** the importance of monitoring the battery change status while completing their daily tasks.



EQUIPMENT INDICATORS

Raymond Turret Reach Truck Dock Stocker

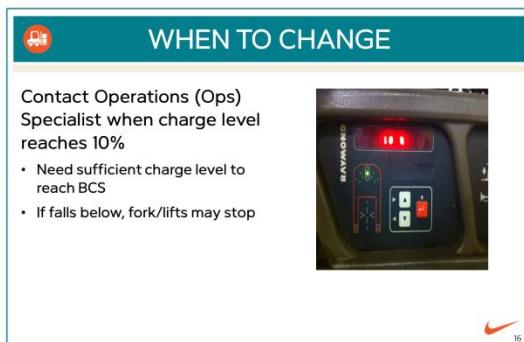


15

Show Slide 15. EQUIPMENT INDICATORS

- **Ask:** the class why it is important to keep an eye on the battery indicator and state of charge, at 10% :
 - Fork lifts may stop working
 - Vehicle may just stop working
- **Ask:** if there are any questions, if there are no questions, move to the next slide.

OPERATOR'S BATTERY CHANGING, CONT.



Show Slide 16. WHEN TO CHANGE

- **Ask:** the class how will they know what percent of battery charge they have.
- **Review:** from the previous slide what can happen at or below 10% battery status:
 - Fork lifts may stop working
 - Vehicle may just stop working
- **Discuss:** Battery charge status at 10% should be more than enough power to get to the BCS; but at this point the Life Cycle of the battery is questionable:
 - At this point someone in the class may say that they had their battery to go down to 8 or less percent battery power and it was just fine
 - Inform the class there is reserve power for such cases, however; the Golden Rule is 10%
- **Ask:** if there are any questions, if there are no questions, move to the next slide.



Show Slide 17. CALL TO OPS SPECIALIST

- **Discuss:** the importance of effective communication between the operator and ops specialist as an important step in the battery changing process.
- **Discuss:** the key points on the slide.
- **Ask:** the class to elaborate on reasons why effective communications between the operator and ops specialist is an important step in the battery changing process.
- **Ask:** if there are any questions, if there are no questions, move to the next slide.

OPERATOR'S BATTERY CHANGING, CONT.



OPS SPECIALIST ROLE

Logs:

- Time of call
- Lift information
- Time after battery change

Shares:

- BCS location
- BCS arrival time

Show Slide 18. OPS SPECIALIST ROLE

- **Discuss:** the key points on the slide.
- **Discuss:** the ops specialist role in the battery changing process. Discuss why it is important for the operator and ops specialist to communicate clearly.
- **Discuss:** how the logged information on the equipment tells the history of who is using the equipment and when battery changes are being requested.
- **Say:** You cannot casually pull up to a BCS and ask a maintenance person to change your battery. You should follow the proper process.
- **Discuss:** the importance of keeping a record of the time you called, and when you are directed to be at the BCS and the time you called back to inform the battery has been changed (This is very important information).
- **Ask:** if there are any questions, if there are no questions, move to the next slide.



BCS ARRIVAL & DEPARTURE

Refer to BCS Arrival and Departure Job Aid



Show Slide 19. BCS ARRIVAL

- **Review:** Job Aid in the Learner Guide:
 - It is good practice to pull up the Job Aid on the computer so you have it on hand when discussing it with the class
 - **Ask:** the Team Members to take out the Job Aid for discussion
- **Review:** the steps in the Job Aid and point out key aspects for arrival & departure of the BCS
- **Discuss:** a battery change should take no more than 3 to 5 minutes.
- **Ask:** for questions, if here are no questions, move to the next slide.

OPERATOR'S BATTERY CHANGING, CONT.

The slide displays a "WORK INSTRUCTIONS" section with a Nike logo icon. It includes a list of steps: "Location of WI" and "Review WI steps". Below this is a screenshot of a "Battery Change" job aid document from Nike. The job aid has sections for "Department" (Furniture), "Purpose for SP operation to review battery changes off racing", "Title Requested: Date", and "Comments". It contains several photographs illustrating the battery change process. A Nike swoosh logo is at the bottom right of the slide.

Show Slide 20. WORK INSTRUCTIONS

- **Ask:** the class where they can find the Work Instruction (WI) for battery change.
- **Review:** It is a good practice to pull up the Job Aid on the computer so you have it on hand to discuss it with the class:
- **Review:** the steps on the WI.
- **Ask:** if there are any questions, if there are no more questions, transition to the next slide.

The slide displays a "BENEFITS" section with a Nike logo icon. It includes a list of benefits: "Improves battery life expectancy", "Reduces equipment downtime", "Minimizes impact to work flow", and "Significantly reduces financial impact to Nike". Below this is a screenshot of a "Battery Change" job aid document from Nike, identical to the one on the previous slide. A Nike swoosh logo is at the bottom right of the slide.

Show Slide 21. BENEFITS

- **Review:** key points on the slide.
- **Ask:** the class what are any other benefits associated with the overall aspects of a battery change. Record on a white board or flip chart.
- **Ask:** if there are any questions about what has been presented so far; if there are no questions, transition to the next slide.

OPERATOR'S BATTERY CHANGING, CONT.

 MILESTONE QUESTION 1

Battery Status



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Show Slide 22. MILESTONE QUESTION 1

- **Discuss:** the following scenario with the class:
 - While performing your task the battery status goes to 16%,
 - What should you do?
- This is an exercise to see if everyone remembers at what percentage they would call for a battery change. Answer: 10%
 - **Discuss:** judgment calls to the ops specialist
 - o The rule is not carved in stone
 - o Depends on work load
 - o Ops specialist will schedule BCS and the time to be at BCS
 - o Can go below 10% if you have to but should use caution
- Once you feel the class understands this scenario, move to the next slide.

 MILESTONE QUESTION 2



23

Show Slide 23. MILESTONE QUESTION 2

- **Discuss:** the following scenario with the class:
 - The maintenance technician has just informed you the battery is changed and you are good to go. Looking at this picture, how do you feel about driving off and returning to work?
- **Review:** the importance of performing a visual inspection.
 - **Discuss:** the importance of making sure the plates and covers are installed correctly. If the plates or covers are not installed correctly, the battery may fall out while you are working or you may lose it while performing your assigned job tasks
 - **Discuss:** how this could be considered a safety hazard
 - o If the battery cover or plate falls off this increases likelihood for an accident
 - o Another driver could run over it
 - o Someone could trip over it
 - o Battery cover or plate could fall off and hurt someone
- Once you feel the class understands this scenario, move to the next slide.

OPERATOR'S BATTERY CHANGING, CONT.

 MILESTONE QUESTION 3

'My battery charge is at 40%, so I need to get a battery change...'



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Show Slide 24. MILESTONE QUESTION 3

- **Discuss:** the following Scenario with the class:
 - A driver called in to request a battery change when the battery charge level reached 40% battery status.
 - What is wrong in this scenario?
- **Discuss:** an exercise to see if everyone remembers the Golden Rule for calling an ops specialist to request a battery change.
- Once you feel the class understands this scenario, move to the next slide.

 SUMMARY

- Key Terms
- Equipment Indicators
- When to Charge
- Calling the Ops Specialist
- Battery Changing Station (BCS)
 - Arrival
 - Departure
- Work Instructions
- Benefits

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Show Slide 25. SUMMARY

- **Discuss:** the key points from the lesson.
- **Ask:** if there are any questions about the lesson, if none, transition to the next lesson (if applicable).

RADIO COMMUNICATION

Purpose



The purpose of this lesson is to give the Team Member guidance for proper operation of the truck mounted radio.

Time



- 15 minutes lecture
 - 5 minutes practice activity
 - 5 minutes apply activity
-

Materials Needed



- Radio communication job aid (one per Team Member)
 - Radio communication performance checklist (one per Team Member)
 - Truck mounted radio (one for Team Member)
 - Handheld radio (one for Position Coach)
-

-
- During the practice and application activities, additional space will be required due to use of handheld radios.
-

RADIO COMMUNICATION, CONT.

RADIO COMMUNICATION



26

Show Slide 26. RADIO COMMUNICATION

- **Ask:** Has anyone played the phone game?
 - During the phone game, the “sender” whispers a message to the “receiver”. The “sender” is not allowed to repeat the message or answer any questions. This is repeated from Team Member to Team Member. The final Team Member announces to the class the message they received.
- **Ask:** Was the message the same at the end?
- **Say:** Using the procedures in this lesson will prevent the message from getting lost.

LESSON OBJECTIVE

What will you learn in this lesson?

- Operating controls on the truck mounted radio
- Radio terms and their meanings
- Conversation structure

Why is this important?

- Enables you to complete your tasks effectively
- Helps others to understand what you are saying
- Helps everyone complete their job **safely** and efficiently

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Show Slide 27. LESSON OBJECTIVE

- **Click:** to start.
- **Review:** first bullet and repeat until all bullets are displayed.

OPERATING CONTROLS



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Show Slide 28. OPERATION CONTROLS

- **Click:** to start.
- **Review:** first callout(Power On/Off) and repeat for remaining call outs
- **Say:** When you arrive at your assigned area, you will be informed of the proper channel to use.

RADIO COMMUNICATION, CONT.

 **RADIO ETIQUETTE**

FOUR GOLDEN RULES

- Keep it clear
- Keep it simple
- Keep it brief
- Keep it professional



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Show Slide 29. RADIO ETIQUETTE

- **Click:** to start.
- **Say:** Keep it clear.
- **Say:** Your voice should be clear. Speak a little slower than normal. Speak in a normal tone, DO NOT shout.
- **Click:** to reveal next bullet.
- **Say:** Keep it simple.
- **Say:** Keep your message simple enough for intended listeners to understand.
- **Click:** to reveal next bullet.
- **Say:** Keep it brief.
- **Say:** Be precise and to the point.
- **Click:** to reveal next bullet.
- **Say:** Keep it professional.
- **Say:** Keep all conversations work related and DO NOT use slang or offensive words.

 **RADIO ETIQUETTE**

TERM	MEANING
Go Ahead	You are ready to receive transmission
Roger or Ten Four or Copy	Message received and understood
Say Again	Re-transmit your message
Come in	You are asking the other party to acknowledge they hear you
Over	Your message is finished
Out	All conversation is finished
Stand-by	You acknowledge the other party, but are unable to respond immediately

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Show Slide 30. RADIO ETIQUETTE CONT.

- **Review:** the slide.
- **Say:** We will cover examples later during the lesson.

 **RADIO ETIQUETTE**

MAKING THE CALL

1. Push to talk
2. Say receiver's call sign followed by your call sign
3. Wait for response
4. Say message
5. Finish with the term "over"

31

Show Slide 31. RADIO ETIQUETTE CONT.

- **Review:** the slide.
- **Say:** We will cover examples later during the lesson.

RADIO COMMUNICATION, CONT.

 **RADIO ETIQUETTE**

EXAMPLE CONVERSATION PART ONE

- Ops Specialist 1: "Ops Specialist 2, this is Ops Specialist 1, come in"
- Ops Specialist 2: "Go ahead Ops Specialist 1, over"
- Ops Specialist 1: "I have 10 re-stockers coming to you, over"
- Ops Specialist 2: "Ten four Ops Specialist 1, out"



32

Show Slide 32. RADIO ETIQUETTE CONT.

- **Ask:** for a volunteer to read "Ops Specialist 2" portion.
- **Distribute:** one radio to the volunteer , Coach keeps one radio
- Coach will read for "Ops Specialist 1"

 **RADIO ETIQUETTE**

EXAMPLE CONVERSATION PART TWO

- Ops Specialist 2 : "Ops Specialist 1, this is Ops Specialist 2, come in"
- Ops Specialist 1: "Go ahead Ops Specialist 2, over"
- Ops Specialist 2: "Can you come to my location, over"
- Ops Specialist 1: "Roger, out"



33

Show Slide 33. RADIO ETIQUETTE CONT.

- **Ask:** for a different volunteer to read "Ops Specialist 2" portion.
- **Distribute:** one radio to the volunteer and the Coach will keep one radio
- Coach will read for "Ops Specialist 1" and the volunteer will begin the conversation.

 **LESSON REVIEW**

KEY POINTS:

- Operating controls
- Four Golden Rules
- Terms and meanings
- Conversation flow



Show Slide 34. LESSON REVIEW

- **Click:** to start.
- **Review:** the bullet and repeat until all bullets are displayed.

RADIO COMMUNICATION, CONT.



QUESTIONS

- Questions from Team Members
- Questions from Position Coach
 - Are you confident you have enough information to be successful?
 - How can you apply what you have learned in this class to your work day?

35

Show Slide 35. QUESTIONS

- **Ask:** What questions do you have?
- **Click:** to show bullet.
- **Ask:** the first question.
- **Click:** to show the next bullet.
- **Ask:** the second question.



PRACTICE

RADIO ACTIVITY PART ONE

1. Select a partner
2. Utilize the radio communication job aid
3. Complete a full conversation
4. Once complete, swap roles

36

Show Slide 36. PRACTICE

- Refer to the Practice procedures in the Position Coach's Playbook.



POSITION COACH NOTE

- Position Coach will pair with a Team Member if the class has an uneven number of participants.

RADIO COMMUNICATION, CONT.



APPLY

RADIO ACTIVITY PART TWO

1. Select a partner
2. Utilize the performance checklist
3. Complete a full conversation
4. Provide feedback based on performance checklist
5. Once complete, swap roles

Show Slide 37. APPLY

- Refer to the Behavior Demonstration procedures in the Position Coach's Playbook.

37



POSITION COACH NOTE

- Position Coach will pair with a Team Member if the class has an uneven number of participants.

PRACTICE AND APPLY

DEMONSTRATION

Position Coach Demonstration



- This will be a paired activity by utilizing the Radio Communication Job Aid.
 - Select a partner.
 - Utilize the Radio Communication Job Aid.
 - Complete a full conversation.
 - Once complete, swap roles.
-

Time



- The Demonstration will take 5 minutes to complete.
-

Materials Needed



- Radio Communication Job Aid
 - Handheld radio
-



- Show the Practice slide.
 - **Say:** Select a partner.
 - **Say:** Refer to the Behavior Checklist handout.
 - **Say:** Utilize the Behavior Checklist.
 - **Say:** Complete a full conversation.
 - **Say:** Once complete, swap roles.
-

PERFORMANCE DEMONSTRATION

Position Coach Information



- This will be a paired activity by utilizing the radio communication Behavior Checklist
 - Select a partner
 - Utilize the radio communication Behavior Checklist
 - Complete a full conversation
 - Provide feedback based on Behavior Checklist performance
 - Once complete, swap roles
-

Time



- The Performance Demonstration will take 5 minutes to complete.
-

Materials Needed



- Behavior Checklist hand out-one per Team Member
 - Handheld radio
-



- Show Apply slide.
 - **Say:** Select a partner.
 - **Say:** Refer to the Behavior Checklist handout.
 - **Say:** Utilize the Behavior Checklist.
 - **Say:** Complete a full conversation.
 - **Say:** Provide feedback based on Behavior Checklist performance.
 - **Say:** Once complete, swap roles.
-

CASE PUTAWAY

Purpose



The purpose of this lesson is to provide learners with an understanding of how to perform the Case Putaway process.

Program Timing



The Case Putaway lesson requires 20 minutes to complete.

Required Materials



- 1 Projector
 - 1 Computer for Position Coach
 - 1 sample aisle code/placard
 - 3 sample iLPNs
 - 3 sample iLPN bar codes
 - 3 sample location bar codes attached to a desk or shelf
 - 1 RF Device with scanner (truck-mounted model, if possible)
 - Access to the WMoS
 - Work Instruction: NALCM.WI.CSR.OPPutaway
-

CASE PUTAWAY, CONT.



Show Slide 38. CASE PUTAWAY

Say: Now, let us discuss Case

Putaway.

A slide titled "LESSON OBJECTIVES" featuring a lightbulb icon. It contains two sections: "What will you learn in this lesson?" and "Why is this important?".

- Transport iLPNs from the inbound staging area to system-specified bay locations
- Resolve any exceptions that may arise, such as full or damaged locations

When iLPNs are properly stored, they can be located quickly and are less likely to be damaged

The slide has a page number "39" at the bottom right.

Show Slide 39. LESSON OBJECTIVE

- Say:** In this lesson, you will learn how to transport iLPNs from the inbound staging area to system-specified bay locations. You will also learn how to resolve any exceptions that may arise, such as full or damaged locations.
- Say:** This lesson is important because properly stored iLPNs can be located quickly and are less likely to be damaged, which leads to faster order processing throughout the DC.

CASE PUTAWAY, CONT.

 CASE PUTAWAY

LESSON STEPS

1. Pick up pallet
2. Log in/Set up
3. Putaway
4. Travel to location
5. Deposit iLPN
6. Complete pallet

Reference:
D3.WI.CSR.OP.Putaway



Show Slide 40. CASE PUTAWAY

- **Distribute:** the NALCM.WI.CSR.OP Putaway Work Instructions.
- **Say:** Before we review the detailed steps provided on your Work Instructions, let us take a look at the basic process to store cases.
- **Click:** The first lesson step to appear.
- **Say:** Pick up the pallet at the palletizing lane.
- **Click:** The second lesson step to appear.
- **Say:** Log in/Set up
- **Click:** The third lesson step to appear.
- **Say:** Enter the Putaway data.
- **Click:** The fourth lesson step to appear.
- **Say:** Travel to the location.
- **Click:** The fifth lesson step to appear.
- **Say:** Deposit the iLPN.
- **Click:** The sixth lesson step to appear.
- **Say:** Repeat the process with the remaining iLPN until the pallet is complete.

 1. PICK UP PALLET

a. Drive order picker to palletizing lane
b. Pick up pallet

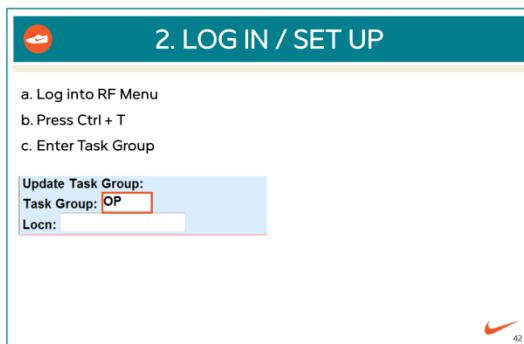


41

Show Slide 41. Step 1. PICK UP PALLET

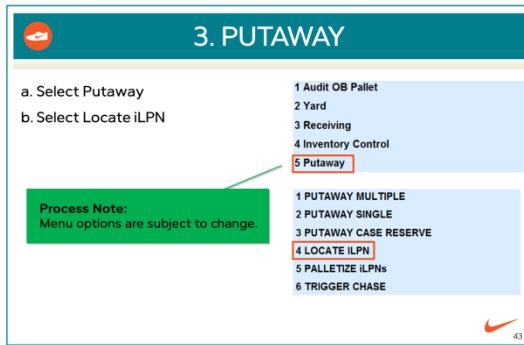
- **Say:** Step one: Pick Up Pallet.
- **Click:** 'a' and the first sub-step will appear
- **Say:** Drive the order picker to the palletizing lane.
- **Click:** 'b' and the second sub-step will appear
- **Say:** Pick up the pallet.

CASE PUTAWAY, CONT.



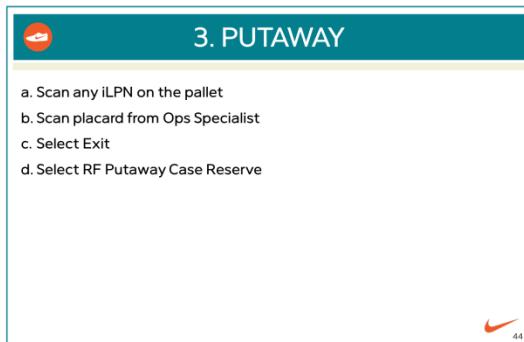
Show Slide 42. Step 2. LOG IN/SET UP

- **Say:** Step two: Log In/Set up
- **Click:** 'a' and the first sub-step will appear
- **Say:** Log into the RF Menu.
- **Click:** 'b' and the second sub-step will appear
- **Say:** Press Ctrl + T.
- **Click:** 'c' and the third sub-step and image will appear
- **Say:** Enter the Task Group.



Show Slide 43. Step 3. PUTAWAY

- **Say:** Step three: Putaway
- **Click:** 'a' and the first sub-step, image, and Process Note will appear
- **Say:** Remember the menu options may change based on system updates.
- **Say:** Select the Putaway option.
- **Click:** 'b' and the second sub-step and image will appear.
- **Say:** Select the Locate iLPN option.



Show Slide 44. Step 3. PUTAWAY, CONT.

- **Click:** The first sub-step appears.
- **Say:** Scan any iLPN on the pallet.
- **Click:** The second sub-step and image appears.
- **Say:** Scan the placard provided by the Ops Specialist.
- **Click:** The third sub-step appears.
- **Say:** Select Exit.
- **Click:** The fourth sub-step appears.
- **Say:** Select RF Putaway Case Reserve.

CASE PUTAWAY, CONT.

 4. TRAVEL TO LOCATION

d. Scan any iLPN on the pallet
e. Travel to the system-specified bay location

Process Note:
The putaway location is generated by the WMoS.

Safety Note: Come to a complete stop at the end of each aisle and be aware of blind spots.

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Show Slide 45. Step 4. TRAVEL TO LOCATION

- **Click:** 'd' and the first sub-step will appear
- **Say:** Scan any iLPN on the pallet.
- **Click:** 'e' and the second sub-step and Process Note will appear
- **Say:** Travel to the system-specified bay location. Note that the putaway location is generated by the WMoS.
- **Click:** The Safety Note to appear.
- **Say:** Remember to come to a complete stop at the end of each aisle and be aware of your blind spots.

 5. DEPOSIT iLPN

a. Scan the location bar code

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Show Slide 46. Step 5. DEPOSIT iLPN

- **Say:** Step five: deposit iLPN.
- **Click:** 'a' and the first sub-step and image will appear.
- **Say:** Scan the location bar code.
- **Click:** The callout will appear
- **Say:** Look for the arrow on the bar code to determine the location level.

 5. DEPOSIT iLPN

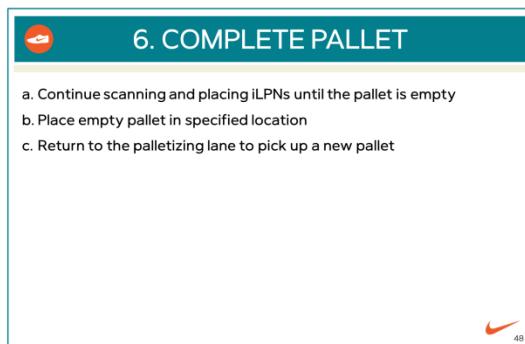
b. Place the iLPN in the specified location

Safety Note: Ensure that both upper and lower iLPNs are in line with the edge of the rack and do not hang over.

Show Slide 47. Step 5. DEPOSIT iLPN, CONT.

- **Say:** Place the iLPN in the specified location.
- **Click:** The Safety Note appears.
- **Say:** Ensure that both the upper and lower iLPNs are in line with the edge of the rack and do not hang over.

CASE PUTAWAY, CONT.



Show Slide 48. Step 6. COMPLETE PALLET

- **Say:** Step five: Complete pallet.
- **Click:** 'a' and the first sub-step will appear.
- **Say:** Continue to scan and place iLPNs until the pallet is empty.
- **Click:** 'b' and the second sub-step will appear.
- **Say:** Place the empty pallet in the specified location. (Note: This area has yet to be determined.)
- **Click:** 'c' and the third sub-step will appear.
- **Say:** Return to the palletizing lane to pick up a new pallet.

CASE PUTAWAY, CONT.



Show Slide 49. ORDER PICKER (OP) PUTAWAY SYSTEM SIMULATION/DEMO

- **Say:** Now, I will demonstrate the complete process for you to use a sample iLPN with a bar code. As you can see, I have placed an example label on the desk (or shelf) to serve as our bay location. The system steps will be displayed on the projector screen.
- **Review:** the Case Putaway Fast Track simulation.

Position Coach Demonstration

Play the Case Putaway Fast Track simulation, pause to demonstrate the following at the appropriate times in the simulation.



- Scan the aisle code/placard
- Scan the iLPN bar code
- Scan the location bar code
- Place the iLPN in the system-specified location

Use a sample iLPN with bar code and a desk or shelf with sample location code attached. When placing the iLPN in the location, remind Team Members to line up the iLPN with the edge of the shelf with no overhang.

CASE PUTAWAY, CONT.

 **EXCEPTIONS**

IF	THEN
The bay location is full	Press Ctrl + P to generate an alternate location to place the iLPN.
An alternate location does not exist in the work area	Notify the Ops Specialist.
The bay location is damaged	<ol style="list-style-type: none"> 1. Press Ctrl + P to generate an alternate location to place the iLPN. 2. Notify the Ops Specialist.



Show Slide 50. EXCEPTIONS

- **Discuss:** the If/Then table of Exceptions.
- **Say:** If the specified bay location is full, press Ctrl + P to generate an alternate location. The system will display an alternate location in your work area.
- **Say:** If an alternate location does not exist in your work area, notify the Ops Specialist.
- **Say:** If the bay location is damaged, press Ctrl + P to generate an alternate location. Then, notify the Ops Specialist.

 **MILESTONE CHECK**

What should you do **first** if the specified bay location is full?

- Place the iLPN in the Exception area
- Use the Ctrl + P hot key to generate an alternate location
- Call the Ops Specialist
- Place the iLPN in any open bay location

 b. Use the Ctrl + P hot key to generate an alternate location.



Show Slide 51. MILESTONE QUESTION

- **Ask:** What should you do first if the specified bay location is full?
- **Click:** to reveal the answer.
- **Say:** The answer is b. Use the Ctrl + P hot key to generate an alternate location.

 **MILESTONE CHECK**



Do you see any mistakes in this picture?



Show Slide 52. MILESTONE QUESTION

- **Ask:** Do you see any mistakes in this picture?
- Allow a few volunteers to share their answers.
- **Click:** to reveal the two circled areas.
- **Say:** You can see in the picture that both the upper and lower cases have edges that hang over. Remember that all case edges should be lined up with the shelf edge.

CASE RETRIEVAL

Purpose



The purpose of this lesson is to provide learners with an understanding of the Case Retrieval process.

Program Timing



The Case Retrieval lesson requires 20 minutes to complete.

Required Materials



- 1 Projector
 - 1 Computer for Position Coach
 - 3 sample iLPNs with bar codes
 - 4 sample location bar codes attached to a desk or shelf
 - 1 chair to represent a pallet
 - 1 RF Device with scanner (truck-mounted model, if possible)
 - Access to the WMoS
 - Work Instructions:
 - NALCM.WI.CSR.OPRetrieval
 - NALCM.WI.CSR.AlternateCase
 - NALCM.WI.CSR.SkipiLPN
-

CASE RETRIEVAL, CONT.



Show Slide 53. CASE RETRIEVAL

💡 LESSON OBJECTIVES

What will you learn in this lesson?

- Retrieve iLPNs from system-specified bay locations
- Transport and induct iLPNs to the designated induction points
- Locate an alternate iLPN if not found in original location
- Generate a Chase Task if iLPN not located in work area

Why is this important?

- Case retrieval speed is extremely important as delays impact flows throughout the Distribution Center

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Show Slide 54. LESSON OBJECTIVES

- **Say:** In this lesson, you will learn how to:
 - Retrieve iLPNs from system-specified bay locations
 - Transport and induct iLPNs to the designated induction points
 - Locate an alternate iLPN if it is not found in the original location
 - Generate a Chase Task if the iLPN is not located in the work area.
- **Say:** This lesson is important because any delays in case retrieval impact flows throughout the Distribution Center.

👉 CASE RETRIEVAL

LESSON STEPS

1. Determine location
2. Retrieve iLPNs
3. Induct iLPNs at takeaway induction points

Reference:
D3.WI.CSR.OPRetrieval

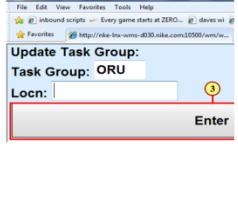
Show Slide 55. CASE RETRIEVAL

- **Distribute:** the NALCM.WI.CSR.OP.Retrieval Work Instruction.
- **Say:** Before we review the detailed steps provided on your Work Instructions, let us take a look at the basic process to retrieve cases.
- **Click:** The first lesson step to appear.
- **Say:** Determine the location.
- **Click:** The second lesson step to appear.
- **Say:** Retrieve the iLPNs.
- **Click:** The third lesson step to appear.
- **Say:** Induct the iLPNs at the designated induction points.

CASE RETRIEVAL, CONT.

 1. DETERMINE LOCATION

- a. Press Ctrl + T
- b. Enter Task Group
- c. Press Ctrl + S
- d. Select task sequence option
- e. Travel to system-specified bay location



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Show Slide 56. DETERMINE LOCATION

- **Say:** Step one – determine the location.
- **Click:** The first sub-step appears.
- **Say:** Press Ctrl + T.
- **Click:** The second sub-step appears.
- **Say:** Enter the Task Group.
- **Click:** The second sub-step appears.
- **Say:** Press Ctrl + S.
- **Click:** The third sub-step appears.
- **Say:** Select the task sequence option.
- **Click:** The fourth sub-step appears.
- **Say:** Travel to the system-specified bay location.

 2. RETRIEVE iLPNs

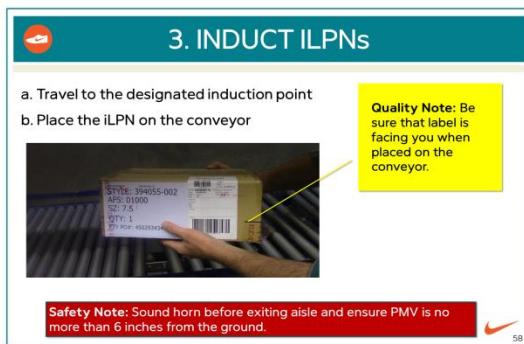
- a. Scan the system-specified iLPN
- b. Move the iLPN from the bay location to the pallet
- c. Repeat until pallet is full
- d. Press Ctrl + E to end pallet (if does not end automatically)



Show Slide 57. RETRIEVE iLPNs

- **Say:** Step two – retrieve iLPNs
- **Click:** The first sub-step appears.
- **Say:** Scan the system-specified iLPN.
- **Click:** The second sub-step appears.
- **Say:** Move the iLPN from the bay location to the pallet.
- **Click:** The third sub-step appears.
- **Say:** Repeat until the pallet is full.
- **Click:** The fourth sub-step appears.
- **Say:** The pallet should end automatically once you have loaded 20 cases. If there are large cases that fill up the pallet before you reach 20, you may need to press Ctrl + E to manually end the pallet.

CASE RETRIEVAL, CONT.



Show Slide 58. INDUCT iLPNs

- **Click:** 'a' and the first sub-step and Safety Note will appear.
- **Say:** Travel to the designated induction point.
- **Say:** Make sure to sound your horn before you exit the aisle and ensure that the PMV is no more than 6 inches from the ground.
- **Click:** The second sub-step and Quality Note appears.
- **Say:** Place the iLPN on the conveyor.
- **Say:** Be sure that the label faces you when you place the iLPN on the conveyor.

CASE RETRIEVAL, CONT.



Show Slide 59. OP RETRIEVAL SYSTEM SIMULATION/DEMO

- **Say:** Now, I will demonstrate the complete process for you to use a sample iLPN with a bar code. As you can see, I have placed an example label on the desk (or shelf) to serve as our bay location. The chair will represent the pallet. The system steps will be displayed on the projector screen.
- **Review:** the Case Retrieval Fast Track simulation.



Position Coach Demonstration

Play the Case Retrieval Fast Track simulation, and pause to demonstrate the following at the appropriate time.

- Scan the iLPN bar codes
- Place the iLPNs onto the pallet
- Point out the incorrect iLPN and alternate iLPN
- Point out the empty location (missing iLPN) and that an alternate location does not exist in the work area



Show Slide 60. 5 BY 5 SEARCH

- **Say:** When performing your retrieval tasks, you will sometimes find that the iLPN is not in the designated location. It is very important to perform a 5 by 5 search of the area whenever this happens. This means that you will search for the iLPN 5 feet in every direction surrounding the system-specified location. It is possible that the iLPN was inadvertently placed in the wrong bay location.

CASE RETRIEVAL, CONT.

EXCEPTIONS	
IF	THEN
The iLPN is not in the specified bay location...	Perform a '5 by 5' search of the surrounding area to locate the missing iLPN.
The iLPN is not found after performing a '5 by 5' search...	Press Ctrl + B to generate a new retrieval location in the work area. (See D3.WI.CSR.AlternateCase WI)
If the iLPN is not in the work area...	Press Ctrl + S to generate a Chase Task. (See D3.WI.CSR.SkipiLPN WI)

Show Slide 61. EXCEPTIONS

- **Distribute:** the following WIs:
NALCM.WI.CSR.AlternateCase and
NALCM.WI.CSR.SkipiLPN
- **Say:** As we just mentioned, the first thing you should do when the iLPN is not in specified location is to perform the 5 X 5 search.
- **Say:** If you are still unable to locate the iLPN during the 5 X 5 search, press Ctrl + B to generate a new retrieval location for the iLPN in your work area.
- **Say:** If an alternate iLPN is not located in your work area, press Ctrl + S to generate a Chase Task, which means the retrieval task will be sent to another work area.
- **Review:** the Work Instructions.

EXCEPTIONS	
IF	THEN
The iLPN is damaged...	Notify the Ops Specialist.
The Order Picker malfunctions...	Notify the Ops Specialist.
The truck-mounted RF device with handheld scanner malfunctions...	Notify the Ops Specialist.

Show Slide 62. EXCEPTIONS

- **Say:** Here are some other Exceptions you may encounter during your shift.
- **Review:** the If/Then table.

CASE RETRIEVAL, CONT.



MILESTONE CHECK

What is the **next** step if you are unable to locate an iLPN after performing a 5 by 5 search ?

- a. Call the Ops Specialist
- b. Press Ctrl + S to send the retrieval task to another work area
- c. Press Ctrl + B to generate a new retrieval location in your work area
- d. Press the Skip iLPN button



c. Press Ctrl + B to generate a new retrieval location in your work area

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Show Slide 63. MILESTONE QUESTION

- **Say:** Now let us see how well you remember what we have discussed so far.
- **Ask:** What is the **next** step if you are unable to locate an iLPN after performing a 5 by 5 search?
- **Click:** to reveal the answer.
- **Say:** The answer is c. Press Ctrl + B to generate a new retrieval location in your work area.



MILESTONE CHECK

Which direction should the label face when placing an iLPN on the takeaway line?

- a. Up
- b. Toward you
- c. Down
- d. It does not matter which direction the label faces



b. Toward you

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Show Slide 64. MILESTONE QUESTION

- **Ask:** Which direction should the label face to place an iLPN on the takeaway line?
- **Click:** to reveal the answer.
- **Say:** The answer is b. Toward you.

COURSE SUMMARY



COURSE SUMMARY

- Shift Preparation
- Operator's Battery Changing
- Radio Communication
- Case Putaway
- Case Retrieval

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Show Slide 65. COURSE SUMMARY

- **Review:** the lessons covered in course.
- Let us have a quick review of the topics we have covered before we head out to the Case S/R area.



QUESTIONS

- Questions from Team Members
- Questions from Position Coach
 - Are you confident you have enough information to be successful?
 - How can you apply what you have learned in this class to your work day?

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Show Slide 66. QUESTION

- **Ask:** Team Members for any questions they may have.
- **Ask:** Team Members the Position Coach questions.

PRACTICE

PRACTICE ACTIVITY - PUTAWAY

Tour



Before starting the Practice activity, take Team Members on a brief tour of the Case S/R area. Be sure to point out the following:

- Conveyor and e-stop cords
 - Palletizing lane
 - Bay locations
 - Ops Specialist station
-

Activity

Each Team Member will practice completing putaway scenarios in a designated practice aisle in the Case S/R area.

Set Up



- The practice aisle should have 3 sample location bar codes placed close to the front of the aisle to account for time constraints. The available location and full location bar codes will be placed on lower level shelves. The alternate location bar code will be placed on a shelf one level above the full location bar code, but still within reach for the Team Member.
 - Team Members will walk to each location instead of using a PMV.
 - New iLPN bar codes should be placed on the cases between each Team Member's turn.
 - New location bar codes should be placed on the bay locations between each Team Member's turn.
-

PRACTICE - PUTAWAY, CONT.

Time



The Practice will take 40 minutes to complete.

Process



The specified bay location is:

- Available for putaway
- Full, but an alternate location is available in the work area
- Full and there are no alternate locations available in the work area.

The Position Coach provides feedback to the Team Member on successes and tasks that need improvement.

Materials Needed



- 2 RF devices with scanners
 - 2 sample aisle codes/placards
 - 6 sample iLPNs
 - 60 sample iLPN bar codes
 - 60 sample location bar codes
-



PUTAWAY PRACTICE

The specified bay location is:

1. Available for putaway
2. Full, but an alternate location is available in your work area
3. Full and there are no alternate locations available in your work area

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Show Slide 67. PUTAWAY PRACTICE

■ **Say:** We will now head over to the Case Storage and Retrieval area where we will take a brief tour. After the tour, you will take turns practicing Putaway and Retrieval scenarios. You can use your Work Instructions, and I will provide you with coaching, if needed.

■ **Say:** Here are the scenarios you will practice. The specified bay location is:

- Available for putaway
- Full, but an alternate location is available in your work area
- Full and there are no alternate locations available in your work area.



RETRIEVAL PRACTICE

Use your work instructions to complete the following retrieval scenarios. The iLPN is:

1. In the specified bay location
2. Not in the specified bay location, but an alternate iLPN is located in your work area
3. Not located in your work area

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Show Slide 68. RETRIEVAL PRACTICE

■ **Say:** Here are the retrieval scenarios you will practice. The iLPN is:

- In the specified bay location
- Not in the specified bay location, but the alternate iLPN is located in your work area
- Not located in your work area.

PRACTICE

PRACTICE ACTIVITY - RETRIEVAL

Activity

Each Team Member will practice completing retrieval scenarios in a designated practice aisle in the Case S/R area.

Set Up



- The practice aisle should have 4 sample location bar codes placed close to the front of the aisle to account for time constraints. The locations should be set up as follows:
 - Location 1 – Correct iLPN to be retrieved
 - Location 2 – iLPN is not system-specified iLPN
 - Location 3 – Alternate location contains correct iLPN
 - Location 4 – The location is empty
 - Team Members will walk to each location instead of using a PMV.
 - New iLPN bar codes should be placed on the cases between each Team Member's turn.
 - New location bar codes should be placed on the bay locations between each Team Member's turn.
-

PRACTICE - RETRIEVAL, CONT.

Time



The Practice will take 40 minutes to complete.

Process



Team Members are called to the practice aisle one at a time. The position coach verbally prompts the Team Members to demonstrate the following scenarios:

- The first location contains the correct iLPN to retrieve.
- The iLPN in the second location is not the system-specified iLPN.
- The third location contains the correct iLPN.
- The fourth location is empty and the iLPN is not located anywhere in the work area.

The Position Coach provides feedback to the Team Member on successes and tasks that need improvement.

Materials Needed



- 2 RF devices with scanners
 - 6 sample iLPNs
 - 60 sample iLPN bar codes
 - 80 sample location bar codes
-

PLAYER READINESS CHECK

PERFORMANCE CHECK - PUTAWAY

Position Coach Information

- Direct Team Members to perform each behavior or task listed on the Player Readiness Check.
- Have Team Members demonstrate the following tasks.
 1. Locate and travel to the first system-specified bay location.
 2. Place the iLPN in the first bay location.
 3. Locate and travel to the second system-specified bay location.
 4. Locate and travel to an alternate location since the original location is full.
 5. Place the iLPN in the alternate bay location.
 6. Locate and travel to the third system-specified bay location.
 7. Since the third specified location is full and an alternate location is not available in the work area, contact the Ops Specialist.
- Evaluate the Team Member's performance reliably and objectively. Reinforce desired behaviors.
- Continue until all Team Members have performed the Player Readiness Check.



Set Up Notes

- The practice aisle should have 3 sample location bar codes placed close to the front of the aisle to account for time constraints. The available location and full location bar codes will be placed on lower level shelves. The alternate location bar code will be placed on a shelf one level above the full location bar code, but still within reach for the Team Member.
- Team Members will walk to each location instead of using a PMV.
- New iLPN bar codes should be placed on the cases between each Team Member's turn.
- New location bar codes should be placed on the bay locations between each Team Member's turn.

Time

The Performance Check will take 40 minutes to complete.



PERFORMANCE CHECK - PUTAWAY, CONT.

Process



The Position Coach will check off the tasks on the Player Readiness Check as the Team Member demonstrates. The Position Coach will provide feedback to the Team Member on successes and tasks that need improvement.

Materials Needed



- 2 RF devices with scanners
- 2 sample aisle codes/placards
- 6 sample iLPNs
- 60 sample iLPN bar codes
- 60 sample location bar codes
- Player Readiness Checks (1 per Team Member)
- Course Evaluations (1 per Team Member)
- Pencils (1 per Team Member)
- Clipboards (1 per Team Member)

PERFORMANCE CHECK - RETRIEVAL

Position Coach Information

- Direct Team Members to perform each behavior or task listed on the Player Readiness Check.
- Have Team Members complete the following scenarios:
 1. The first location contains the correct iLPN to retrieve.
 2. The iLPN in the second location is not the system-specified iLPN.
 3. The third location contains the correct iLPN.
 4. The fourth location is empty and the iLPN is not located anywhere in the work area.
- Evaluate the Team Member's performance reliably and objectively. Reinforce desired behaviors.
- Continue until all Team Members have performed the Player Readiness Check.



Set Up

- The practice aisle should have 3 sample location bar codes placed close to the front of the aisle to account for time constraints. The locations should be set up as follows:
 - Location 1 – Correct iLPN to be retrieved
 - Location 2 – iLPN is not system-specified iLPN
 - Location 3 – Alternate location contains correct iLPN
 - Location 4 – The location is empty.
- Team Members will walk to each location instead of using a PMV.
- New iLPN bar codes should be placed on the cases between each Team Member's turn.
- New location bar codes should be placed on the bay locations between each Team Member's turn.

Time



The Performance Check will take 40 minutes to complete.

PERFORMANCE CHECK - RETRIEVAL, CONT.

Process



The Position Coach will check off the tasks on the Player Readiness Check as the Team Member demonstrates. The Position Coach will provide feedback to the Team Member on successes and tasks that need improvement.

Materials Needed



- 2 RF devices with scanners
 - 6 sample iLPNs
 - 60 sample iLPN bar codes
 - 80 sample location bar codes
 - Player Readiness Check (1 per Team Member)
-

COURSE EVALUATION

Position Coach Information

When not performing the **Player Readiness Check**, Team Members will complete a survey about the course.



- **Distribute:** the Course Evaluation sheet, clipboards, and pencils to the Team Members and allow them to complete the survey.
- **Collect:** the completed Course Evaluation sheets from the Team Members.
- **Collect:** the Work Instructions from the Team Members at the conclusion of the Performance Check.



POSITION COACH NOTE

Ensure that all Work Instructions are collected from the Team Members before they are dismissed from the classroom. Team Members should **not** be able to take Work Instructions with them after the course is completed.

PALLET STORAGE AND RETRIEVAL DRIVER



Why a Pallet Storage and Retrieval Driver section?

The Pallet Storage and Retrieval Driver section teaches the Team Member the correct processes used to store and retrieve pallets in the pallet storage area.



Skills to Master

- Move pallets to the correct location
 - Remove empty pallets from pallet reserve racks
-



Program Timing

The Pallet Storage and Retrieval Driver section requires four hours to complete. This section includes two breaks and two hours for milestone questions, practice exercises, and behavior demonstrations.



Number of Participants

Designed for a minimum of six participants.

PROGRAM PREPARATION

Required Materials

- One Projector
- One Laptop for Position Coach
- Computer for each participant (available in the training rooms)
- Course Expectation Poster
- Ten Pencils
- One Flip Chart
- Five Flip Chart Markers
- One roll of tape
- System requirements
 - Access to WMoS
 - Six RF Devices
 - Thirty six usable iLPNs
- Twenty sample UPC mini- boxes (Available in the training area)
- Three miniature lifts (Walkie, Reach and Order Picker- available in training area)
- Three locations labeled as Drop Zone, P&D and Pallet Reserve. These can be a taped off area on a table.
- Ten mini-pallets (Available in the training area)
- The following WIs are used in this course (also listed at the beginning of each lesson:
 - NALCM.WI.PSR.FIFOForStagingForWalkies
 - NALCM.WI.PSR.TripleWalkieScantoStaging
 - NALCM.WI.PSR.TripleWalkieCallPutaway
 - NALCM.WI.PSR.TripleWalkieScantoDrop
 - NALCM.WI.PSR.ReachTrucktoPNDFromDrop
 - NALCM.WI.PSR.ReachTruckFromPalletBuildLanetoPND
 - NALCM.WI.PSR.ReachToThrowOrInduct
 - NALCM.WI.PSR.SinglePalletPutaway
 - NALCM.WI.CSR.TriggerAlternativeLoc
 - NALCM.WI.PSR.WrongLocationSize
 - NALCM.WI.PSR.TurretPutaway
 - NALCM.WI.PSR.TurretRetrieval
 - NALCM.WI.CSR.SkipiLPN
 - NALCM.WI.PSR.RemoveEmptyPallet
 - NALCM.WI.GEN.BatteryChange
- Job Aids/Handouts- one per Team Member
 - NALCM.HO.PSR.Driver.Warehouse.
 - NALCM.HO.PSR.Driver.PNDs
 - NALCM.JA.Gen.BatteryChange
 - NALCM.JA.PSR.Driver.Barcode
 - NALCM.JA.GEN.RadioCommunicationHandHeld
 - NALCM.JA.PSR.FTLeaderAccess
 - NALCM.HO.PSR.FTParticipantAccess



PROGRAM PREPARATION, CONT.

Room Set-Up

Standard classroom setup will work for this section.



The table on the following page serves as an overview showing the lesson names, timings, and process descriptions for the entire section.

SECTION II: PALLET STORAGE AND RETRIEVAL DRIVER

COURSE OVERVIEW TABLE

<i>Time</i>	<i>Lesson Name</i>	<i>Process Description</i>
10 minutes	Welcome	Introductions, Expectations, Agenda, course description, and Maxim review.
55 minutes	Triple Walkie	Scan products correctly, pick up and deliver products to the correct Drop Zone.
45 minutes	Reach	Move pallets to P&Ds, to the Shave Tower and Throw Lines, to Nonconveyables and High Sensitive areas, and to areas created by a recall.
40 minutes	Turret	Move pallets from P&Ds to pallet reserve, from pallet reserve to P&Ds, and remove empty pallets
30 minutes	Player Readiness Check	
Course Duration: 3.0 hours		

COURSE

WELCOME

Purpose



The purpose of this lesson is to welcome the Team Members and explain the teaching points.

- **Say:** All Triple Walkie, Reach and Turret drivers working in Pallet Reserve except Order Pickers will take this course.

Time



This lesson requires 10 minutes to complete.

Process



The position coach introduces himself/herself, addresses and explains the teaching points.

WELCOME, CONT.



Show Slide 69.

- **Show:** this slide as Team Members enter the classroom.

- Introductions
- Icebreaker

Show Slide 70.WELCOME

Introduce yourself to the class.

- **Say:** Welcome to the Pallet Storage and Retrieval Driver course. In this section, you will learn about your responsibility as a lift driver in the Pallet Storage and Retrieval area.
- **Say:** Nike sets our goals high and in order to reach those goals, we need to focus on training.

Ask each Team Member to give a brief introduction with their name and previous work history, family information etc.

As an icebreaker, have each Team Member state the craziest or funniest thing they have done in their life.



POSITION COACH NOTE

- **Review:** the course expectation poster with the Team Members.
- **Say:** In addition to these expectations, ensure we follow *A Matter of Respect-Nike's Anti-Harassment and Anti-Discrimination policy* which is located on Zero.

WELCOME, CONT.



AGENDA

- Lesson 1-The Triple Walkie
- Lesson 2-The Reach Truck
- Lesson 3-Turret

Show Slide 71. AGENDA

- **Say:** This section will cover:
 - Triple Walkie lifts
 - Scan products correctly
 - Pick up and deliver products to Drop Zones (including Non-Con and High Sensitive areas)
 - Reach lifts
 - Scan products correctly
 - Move pallets to
 - P&Ds
 - Drop Zones
 - Non Conveyable areas
 - High Sensitive area
 - Recall locations
 - Shave Towers
 - Throw Lines
 - Turret lifts
 - Scan products correctly
 - Move pallets from P&Ds to the pallet reserves
 - Move pallets from pallet reserves to the P&Ds
 - Remove empty pallets from the pallet reserve racks

WELCOME, CONT.



COURSE DESCRIPTION

This course explains the tasks that are performed by lift drivers in the pallet storage and retrieval area. These tasks include:

- Moving and storing of pallets by the Triple Walkie driver, the Reach Truck driver and the Turret driver
- Information on battery changes
- Information on radio communications

Show Slide 72.COURSE DESCRIPTION

- **Review:** the text on the slide and ask the class if they have any questions or concerns.
- **Say:** In order to keep track of inventory within the receiving area, the inventory must be documented. The documenting is accomplished using WMoS. The moving is done by the lift drivers. This section demonstrates how both the WMoS and lift drivers work together to get the task accomplished.
- **Say:** In this course, you will learn how to move, store, and retrieve pallets in the pallet reserve area.

WELCOME, CONT.



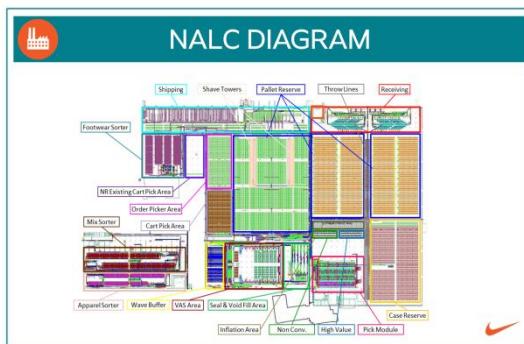
TERMS USED IN THIS COURSE

- P&D
- Cantilever
- PMV
- Reach Truck
- Triple Walkie
- Turret Truck
- OPS
- Nonconveyables (Non-Con)
- WI
- WMoS
- Chase Task
- iLPN
- OPA
- Shave Tower
- Throw Lines
- BCS

Show Slide 73.TERMS USED IN THIS COURSE

- **Discuss:** the key terms.
- **Discuss:** how these key terms will apply to their daily work routine.
- **Ask:** the class why these key terms are important.
 - P&D- (Putaway and Delivery) A WMoS designated location used as a temporary storage location for pallets
 - Cantilever – A shelf projecting from the end of the pallet racks used as a P&D
 - PMV-Powered Motor Vehicle
 - Reach truck-A specific type of PMV.
 - Triple Walkie-A specific type of PMV.
 - Turret truck-A specific type of PMV.
 - OPS-Operations
 - NonConveyable (Non-Con) Products that cannot be placed on a conveyor due to size or shape
 - WI-Work Instruction
 - WMoS- Warehouse Management Open System
 - Chase Task- A Chase Task is a task to fulfill an order line that was previously shorted. Nike has unique, exception process flows for executing chase tasks.
 - iLPN-Inbound License Plate Number-A barcode used to identify an inbound product
 - OPA-Offline Project Area
 - Shave Tower- highest cubic velocity conveyor. Always available SKUs are stored in the Shave Tower.
 - Throw Lines- medium consistent velocity conveyor. Always available SKUs are stored here
- **Discuss:** how these key terms will apply to their daily work routine.
- **Ask:** the class why these key terms are important.
- **Ask:** the class if there are any questions.

WELCOME, CONT.



Show Slide 74.NALC DIAGRAM

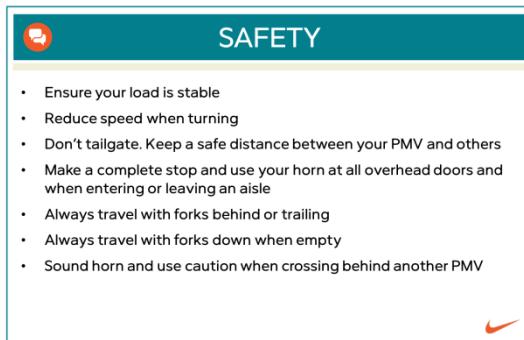
- **Distribute** the following handouts:
 - NALCM.HO.PSR.Driver.Warehouse.
 - NALCM.HO.PSR.Driver.PNDs
- **Say:** this is a diagram of the Nike Distribution Center (DC) in Memphis and the P&D locations map.
- **Show:** on the slide where the training room is and where the Pallet Storage and Retrieval area is located.
- **Show:** on the P&D handout the P&D locations
- Take Team Members on a short tour of the Pallet Storage and Retrieval area including Staging, Drop Zones, P&Ds, Pallet Reserve Locations and the BCS.
- Stress that this is a working area and they need to be aware of their surroundings at all times.
- **Discuss** the Pallet Storage and Retrieval numbering system.



Show Slide 75.EXCEPTIONS

- **Say:** Exceptions are events that happen out of the ordinary. Throughout this section, you will be presented with exceptions that may occur on the job. You will also be given the answers on how to handle them.

WELCOME, CONT.



The slide has a teal header bar with a small orange icon containing a hand and the word "SAFETY". The main content area contains a bulleted list of safety items:

- Ensure your load is stable
- Reduce speed when turning
- Don't tailgate. Keep a safe distance between your PMV and others
- Make a complete stop and use your horn at all overhead doors and when entering or leaving an aisle
- Always travel with forks behind or trailing
- Always travel with forks down when empty
- Sound horn and use caution when crossing behind another PMV

A small orange Nike swoosh logo is located at the bottom right of the slide.

Show Slide 76.SAFETY

- **Review:** the list of safety items.
- **Ask:** do you have any other safety items that you would like to add or any experiences that you may have had with safety issues.



The slide has a teal header bar with a small orange icon containing a trophy and the word "MAXIMS". The main content area features four maxims arranged in a grid:

SIMPLIFY AND GO BE A SPONGE	WE ARE ON THE OFFENSE ALWAYS THE CONSUMER DECIDES	REMEMBER THE MAN NIKE IS A BRAND	IT IS OUR NATURE TO INNOVATE EVOLVE IMMEDIATELY
MASTER THE FUNDAMENTALS	DO THE RIGHT THING	NIKE IS A COMPANY	

A small orange Nike swoosh logo is located at the bottom right of the slide.

Show Slide 77.MAXIMS

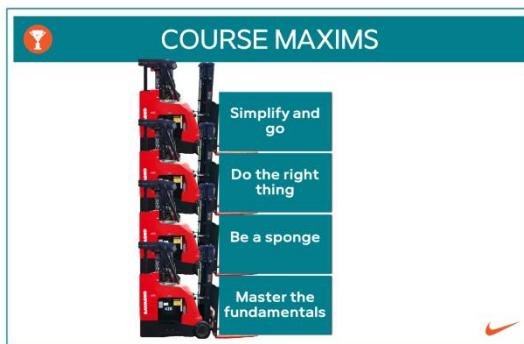
- **Discuss:** the Nike maxims and how they apply to the Nike way of life.



POSITION COACH NOTE

This is an animated slide that has four animated Maxims that relate to this course. The first Maxim appears when the slide is opened. Each mouse click displays the next Maxim until all four are shown. After the last Maxim is shown, click to go to the next slide.

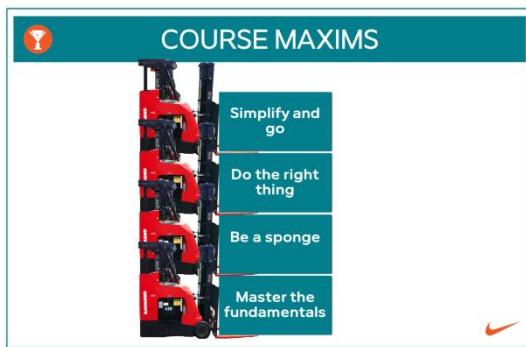
WELCOME, CONT.



Show Slide 78.COURSE MAXIMS

- **Discuss:** the Nike Maxim and how they relate to this course
- Read the description as each Maxim appears.
Say: **Simplify and go**
 - An opinion is not a decision. Commentary is not commitment. Observation is not action. Life is too short and the competition too fast to spend time in pointless debate and gratuitous nuance. The more honest and clear we are with each other, the faster we move and the better we work.
- **Click** the mouse.
- **Say:** **Do the right thing**
 - Embrace the truth. Be transparent. Seek diversity. Promote sustainability. These values are a part of who we are. They give each of us a chance to make a unique contribution to the quality of life for others and to our business. They require all of us to challenge our assumptions and to apply our innovative nature to corporate responsibility. Every person and every product can serve our commitment to these values as a global citizen. Our success depends on it.

WELCOME, CONT.



COURSE MAXIMS

- **Click** the mouse.
- **Say:** **Be a sponge**
 - Curiosity is life. Assumption is death. Look around. Open your heart and mind, and you open the future. Technology, history, diversity, geography – today is a time of unparalleled interplay among cultures. Courageous new combinations of sports, fashion, music, movies, food and the rest are redefining what is possible and relevant. Embrace the exchange. Develop wide peripheral vision. There are great ideas lying around like diamonds in the dirt. The brightest are those you see out of the corner of your eye.
- **Click:** the mouse.
- **Say:** **Master the fundamentals**
 - There is no substitute for doing the hard work first. The commitment to excel and an unwavering focus on process are at the root of superior performance. We're a big company, incredibly complex yet able to deliver at a level and pace that others won't even attempt. We can because we are always training. We are always refining how we perform. None of it is easy. There will be bumps and twists along the way. Accept, master and move through them.

TRIPLE WALKIE

Purpose



The purpose of this lesson is to introduce the class to the Triple Walkie and how it is used in the Pallet Reserve area.

Program Timing



The Triple Walkie lesson requires 55 minutes to complete. This includes 10 minutes for the practice exercise.

Required Materials



- RF Device
 - Location barcodes for Scan to Staging and Scan to Drop
 - Several items with barcodes that can be scanned. These items are used to represent cases on several different pallets
 - Two locations labeled as Staging and Drop Zone
 - Work Instructions:
 - NALCM.WI.PSR.FIFOForWalkies.
 - NALCM.WI.PSR.TripleWalkieScantoDrop.
 - NALCM.WI.PSR.TripleWalkieScantoStaging
 - NALCM.WI.PSR.TripleWalkieCallPutaway
-

THE TRIPLE WALKIE, CONT.

TRIPLE WALKIE



Show Slide 79.THE TRIPLE WALKIE

- **Say:** In this lesson, we will discuss the Triple Walkie.



LESSON OBJECTIVES

What will you learn in this lesson?

- After completing this lesson, you will
 - scan, pickup, deliver, and rescan a pallet to the designated drop zone with 100% accuracy.
 - demonstrate your ability to handle exceptions that may occur

Why is this important?

- The movement of pallets to drop zones by the Triple Walkie is the first step in storing pallets in the Pallet Storage and Retrieval area.

Show Slide 80.LESSON OBJECTIVES

- **Discuss:** the lesson objective and why this lesson is important.
- **Say:** In this lesson, you will learn about the tasks that the Triple Walkie does and why they are important to the efficient flow of work done in the pallet storage area.
- **Say:** We will also discuss the exceptions that may occur and how to resolve them.



THE TRIPLE WALKIE

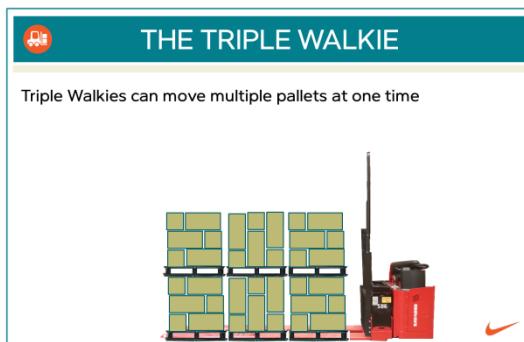
Pallets are transported from a staging area on the receiving dock to a WMoS designated drop zone using Triple Walkies. (Sometimes referred to as a Walkie.)



Show Slide 81.THE TRIPLE WALKIE

- **Review:** this slide and the next slide to familiarize the class with the Triple Walkie.
- **Say:** this is an example of a Triple Walkie.
- **Discuss:** the Triple Walkie is used more as a carrier and not as a lift. The advantage of the Triple Walkie is its bulk carrying capability.

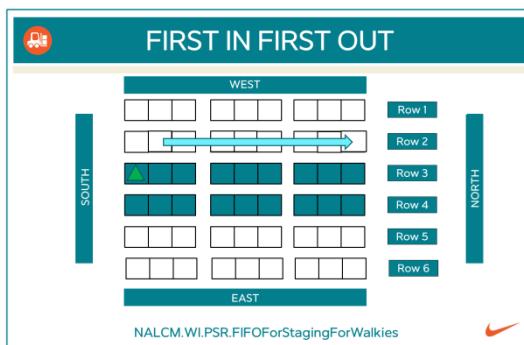
THE TRIPLE WALKIE, CONT.



Show Slide 82. THE TRIPLE WALKIE

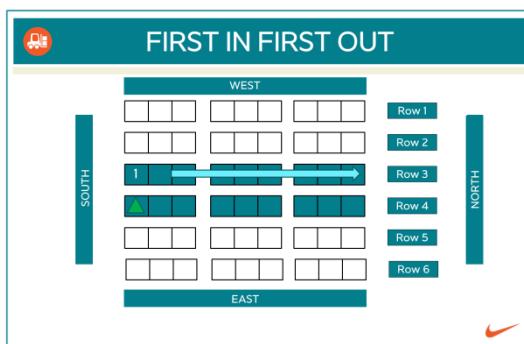
This slide animation starts with the slide. It shows the Triple Walkie moving six pallets. These six pallets will be used in later slides to demonstrate the scanning process.

- **Say:** Physically, the Triple Walkie can carry more than six pallets – depending on the weight of the pallets, but due to WMoS constraints, (six) is the number generally used.
- **Discuss:** the capacity of the Triple Walkie and how it saves time moving multiple pallets at one time.



Show Slide 83. FIRST IN FIRST OUT

- Review WI:
 - NALCM.WI.PSR.FIFOForStagingForWalkies.
- **Say:** The Walkie driver picks up pallets in the staging area. The staging area is laid out in six rows starting with row one on the west side and ending with row six on the east side.
- The first pallet to be picked up is the first pallet on the south side and west of the green cone-labeled on the slide with a 1.
- **Click:** to demonstrate the pickup order for the pallets and the movement of the green cone.



Show Slide 84. FIRST IN FIRST OUT

- **Say:** After the row is empty, the Walkie driver moves the green cone to the next row toward the east and begins moving the pallets, once again starting with the first pallet on the south side – labeled here with the number '1'.
- **Say:** Phase II will be a mirror image of this layout.

THE TRIPLE WALKIE, CONT.

 THE TRIPLE WALKIE

Walkie drivers employ two barcodes that are used to register pallet location information into WMoS.

 Scan to Staging

 Scan to Drop



Show Slide 85.THE TRIPLE WALKIE

- **Say:** Remember these barcode types since each represents a procedure that is required to move pallets to the Drop Zone.

 THE TRIPLE WALKIE

The Scan to Staging barcode is given to the Walkie driver at the beginning of the work period.





Show Slide 86.THE TRIPLE WALKIE

- **Say:** The Scan to Staging barcode will be given to you at the beginning of the shift. It designates a specific Walkie and a specific Drop Zone for the Walkie driver. You may be given different Scan to Staging barcodes throughout the day as business dictates.

 THE TRIPLE WALKIE

The Scan to Drop barcode is located at the drop zone. It identifies the Drop Zone location to WMoS.





Show Slide 87.THE TRIPLE WALKIE

- **Say:** The Scan to Drop barcode will be posted at the Drop Zone. You will used this barcode to scan the pallets to the Drop Zone.

THE TRIPLE WALKIE, CONT.

 THE TRIPLE WALKIE

The driver uses these two barcodes to record the movement of pallets from the staging area to the drop zone.



DRP K

Located with the Walkie driver



DRP K

Located at the drop zone

Show Slide 88. THE TRIPLE WALKIE

Say: The Walkie driver uses these two barcodes to record pallet movements.

 SCAN TO STAGING

Before beginning the Scan to Staging procedure, lift all the appropriate pallets to be scanned



NALCM.WI.PSR.Triple
WalkieScantoStaging

STAGING

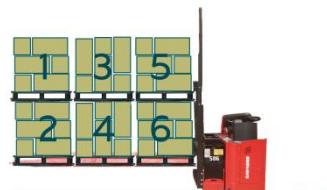
Show Slide 89. SCAN TO STAGING

This is an animated slide showing the pallets being lifted. It has a six second delay to give the class time to read the text and will advance to the next slide automatically.

- **Say:** Before you begin the scan to staging process, you should have the Triple Walkie under the pallets and lifted. This is to verify that these are the pallets/cases you are moving. It also makes it easier to scan the iLPNs.
- **Say:** The Triple Walkie will lift pallets about six inches off the floor. This slide is for demonstration purposes only and does not indicate the lifting height of the Triple Walkie.

 SCAN TO STAGING

Step 1. — Scan to Staging



STAGING

Show Slide 90. SCAN TO STAGING, CONT.

- **Say:** The first step to move pallets from Staging to the Drop Zone is Scan to Staging.
- **Say:** At this point the pallets are sitting in the Staging area.
- **Say:** The pallets are numbered for demonstration purposes only.



POSITION COACH NOTE

The next two slides are animated slides demonstrating the pallets being scanned in the correct order to the Scan the Staging barcode.

THE TRIPLE WALKIE, CONT.

SCAN TO STAGING

The Walkie driver scans any iLPN on pallet in position 1 and then scans the Scan to Staging barcode.

Show Slide 91.SCAN TO STAGING, CONT.

- **Discuss:** the settings for the RF Device for this procedure will be demonstrated later in this lesson.
- **Click:** to show this animation showing the number 1 pallet being scanned to the Scan to Staging barcode.

Emphasize to the class the correct scanning order they must use while scanning Scan to Staging.

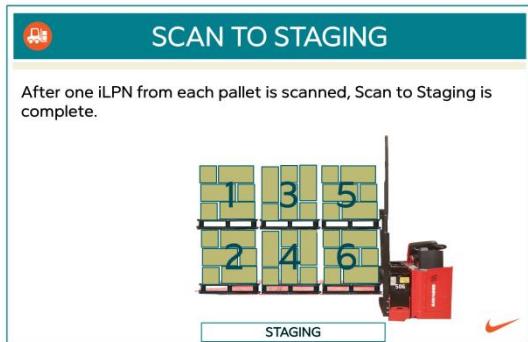
SCAN TO STAGING

The Walkie driver continues this process until one iLPN from each pallet is scanned in the exact order shown.

Show Slide 92.SCAN TO STAGING, CONT

This is an animated slide that starts with the slide.

- **Discuss:** the correct scanning order they must use while scanning Scan to Staging.

**Show Slide 93.SCAN TO STAGING, CONT**

- **Say:** After all the pallets have been scanned, Scan to Staging is complete.

THE TRIPLE WALKIE, CONT.



POSITION COACH NOTE

The questions on the next practice exercise slides are animated. The question appears and the answer will appear when you click the mouse. Read the question to the class and give them some time to discuss and come to an answer before clicking the mouse to display the answer.

Do this for each question on the practice exercise slides.

EXCEPTIONS	
IF	THEN
Pallets stacked incorrectly	Contact coordinator and have pallets restacked
Cases loaded incorrectly	Restack the cases if possible or contact the coordinator to have problem corrected

Show Slide 94. EXCEPTIONS

- **Say:** Although many exceptions can occur on the job, two of the more common ones for the Walkie driver are:
 - Pallets stacked incorrectly
 - Carton loaded incorrectly
- **Say:** If cases are stacked incorrectly and you can correct them, go ahead and do so. If you cannot restack the improperly stacked case or if the pallets are stacked incorrectly, then tell your coordinator so the problem can be corrected before you attempt to move them.



MILESTONE QUESTIONS

The Walkie picks up pallets from what area on the dock? **Staging**

The first step to move a pallet from the staging area is called **Scan to Staging**

Show Slide 95. MILESTONE QUESTIONS

This is an animated slide. The questions appear as the slide is shown.

Allow the class time to discuss and come to a conclusion for the question before revealing the answer.

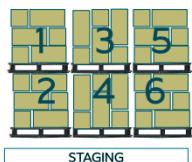
- **Click:** to reveal the answer.

THE TRIPLE WALKIE, CONT.



MILESTONE QUESTIONS

What is the correct scanning order for Scan to Staging?



Show Slide 96.MILESTONE QUESTIONS

This is an animated slide. The question appears as the slide is shown.

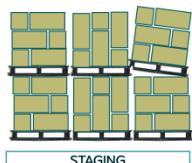
Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** to reveal the answer.
- **Discuss:** the importance of this scanning order.



MILESTONE QUESTIONS

What's wrong in this picture and what should you do about it?



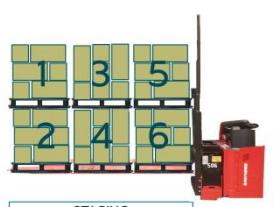
Show Slide 97.MILESTONE QUESTIONS

- **Ask:** What is wrong in the picture and what should you do about it?
- Give the class time to respond.
- **Say:** The pallet is sitting incorrectly on another pallet and could possibly fall and hurt someone and/or cause product damage.
- **Ask:** What should you do in this case?
- **Say:** you should contact your coordinator to get the pallet positioned correctly before attempting to move the pallets.



CALL PUTAWAY

Step 2. — Call Putaway



NALCM.WI.PSR.Triple
WalkieCallPutaway

Show Slide 98.CALL PUTAWAY

- **Say:** Step 2 is the Call Putaway procedure. This scan notifies WMoS that you are getting ready to store the pallets. When notified by Call Putaway, WMoS starts the process of determining a location.

THE TRIPLE WALKIE, CONT.

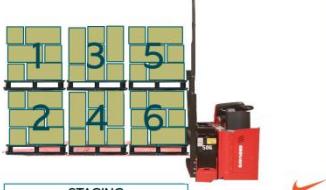


POSITION COACH NOTE

The next two slides are animated slides demonstrating the pallets being scanned in the correct order to the Call Putaway barcode.

 CALL PUTAWAY

Start Call Putaway by scanning any iLPN on the pallet in position 6.



Nike swoosh logo

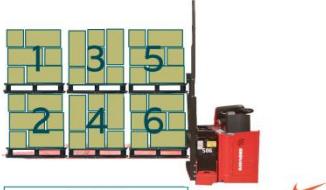
Show Slide 99.CALL PUTAWAY, CONT.

Emphasize that the pallets are still in the Staging area and have not yet been moved.

- **Say:** Call Putaway requires that the pallets be scanned in reverse order, starting with pallet number 6. If you attempt to scan in the wrong order, WMoS will not allow you to complete the process.

 CALL PUTAWAY

Continue this process until one iLPN from each pallet is scanned in the order shown.



Nike swoosh logo

Show Slide 100.CALL PUTAWAY, CONT.

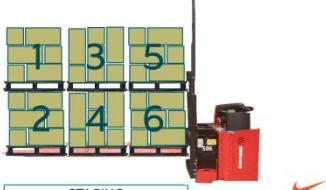
The animation on this slide starts automatically and demonstrates the rest of the pallet scanning process.

- **Discuss** the scanning order and once again emphasize that on Call Putaway, the scanning order is reversed. This reverse order scan is due to system requirements and allows WMoS to determine the final reserve location.

THE TRIPLE WALKIE, CONT.

 CALL PUTAWAY

This completes Call Putaway.



Nike swoosh logo

Show Slide 101.CALL PUTAWAY, CONT.

- **Say:** This completes the Call Putaway procedure.
- **Say:** The pallets are now ready to go to the WMoS designated Drop Zone.

Emphasize that after Call Putaway, the pallets are moved from Staging to the Drop Zone.

 CALL PUTAWAY

After Call Putaway, the Triple Walkie driver moves the pallets from staging to the drop zone.



Nike swoosh logo

Show Slide 102.CALL PUTAWAY, CONT.

This is an animated slide. Click to start the animation showing the Walkie sitting the pallets in the drop zone.

- **Say:** Once you sit the pallets in the Drop Zone, you are ready to begin the last procedure – Scan to Drop.



POSITION COACH NOTE

The questions on the next practice exercise slides are animated. The question appears and the answer will appear when you click the mouse. Read the question to the class and give them some time to discuss and come to an answer before clicking the mouse to display the answer.

Do this for each question on the practice exercise slides.

THE TRIPLE WALKIE, CONT.



MILESTONE QUESTIONS

The second step to move pallets to the drop zone is called **Call Putaway**.

Show Slide 103.MILESTONE QUESTIONS

The question appears as the slide is shown.

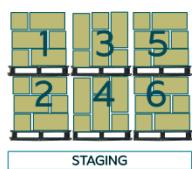
Allow the class time to discuss and come to a conclusion for each question before revealing the answer.

- **Click:** to reveal the answer – **Call Putaway**



MILESTONE QUESTIONS

What is the correct scanning order for Call Putaway?



Show Slide 104.MILESTONE QUESTIONS

This is an animated slide. The question appears as the slide is shown.

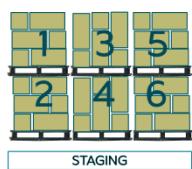
Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** to reveal the answer. **Reverse order**
- **Discuss:** the importance of this scanning order.



MILESTONE QUESTIONS

What is the correct scanning order for Scan to Staging?



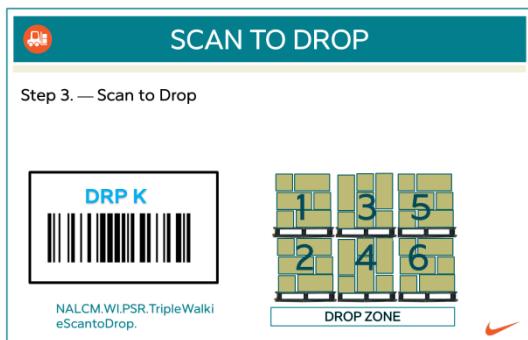
Show Slide 105.MILESTONE QUESTIONS

This is an animated slide. The question appears as the slide is shown.

Allow the class time to discuss and come to a conclusion before revealing the answer.

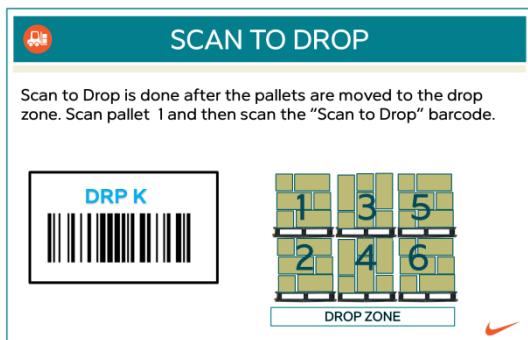
- **Click:** to reveal the answer. **One through six**
- **Discuss:** the importance of this scanning order.

THE TRIPLE WALKIE, CONT.



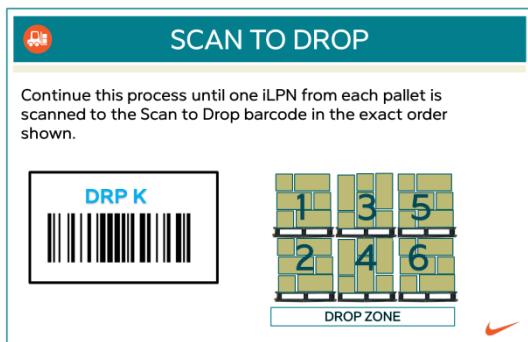
Show Slide 106.SCAN TO DROP

- **Say:** Step 3 is the Scan to Drop procedure.



Show Slide 107.SCAN TO DROP

- **Say:** We are now scanning to the Scan to Drop barcode.
- **Say:** Notice that the pallets are now at the Drop Zone.
- **Click:** The slide to show the animation of pallet 1 being scanned to the Scan to Drop barcode.



Show Slide 108.SCAN TO DROP

- **Click:** The slide to show the animation demonstrate the proper scanning order for Scan to Drop.
- **Discuss:** the importance of this scanning order.
- **Ask:** the class if they noticed anything different
- **Say:** Pallet 6 was not scanned. It is not necessary to scan the last pallet. WMoS will automatically register the last pallet for you.



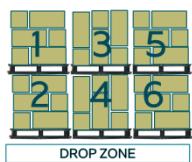
POSITION COACH NOTE

Explain to the class that when the Triple Walkie drops the pallets in the drop zone, they will not have to scan the last pallet. WMoS will automatically recognize the last pallet. This works when carrying two to six pallets.



SCAN TO DROP

Scanning all the pallets completes Scan to Drop and the pallets are placed in the Drop Zone.



Show Slide 109.SCAN TO DROP

- **Say:** This slide shows the Scan to Drop complete and the pallets are dropped in the Drop Zone.



MILESTONE QUESTIONS

The third step to move pallets to the Drop Zone is called **Scan to Drop**.

Show Slide 110.MILESTONE QUESTIONS

This is an animated slide that shows the question as the slide is shown and the answer on the next click.

The question appears as the slide is shown.

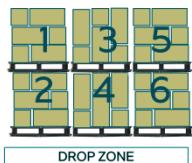
Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** to reveal the answer – **Scan to Drop**



MILESTONE QUESTIONS

What is the correct scanning order for Scan to Drop?



Show Slide 111.MILESTONE QUESTIONS

Allow the class time to discuss and come to a conclusion before revealing the answer.

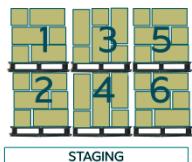
- **Click:** to reveal the answer. **1 through 6**
- **Discuss:** the importance of this scanning order.

THE TRIPLE WALKIE, CONT.



MILESTONE QUESTIONS

What is the correct scanning order for Call Putaway?



Show Slide 112.MILESTONE QUESTIONS

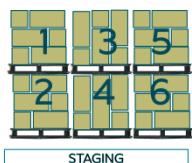
Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** to reveal the answer. **6 through 1**
- **Discuss:** the importance of this scanning order.



MILESTONE QUESTIONS

What is the correct scanning order for Scan to Staging?



Show Slide 113.MILESTONE QUESTIONS

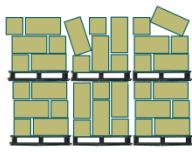
Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** to reveal the answer. **1 through 6**
- **Discuss:** the importance of this scanning order.



MILESTONE QUESTIONS

What should you do?



Show Slide 114.MILESTONE QUESTIONS

- **Say:** Suppose you are told to move these pallets. What should you do?
Allow Team Members time to respond.
- **Say:** The cartons are stacked incorrectly but since they are on the top pallets and can be easily rearranged, you should just fix them before moving the pallets.

THE TRIPLE WALKIE, CONT.

TASK GROUPS	
WI	Walkie
RR#	Reach truck used for retrieval
RP	Reach truck used for putaway
TP	Turret truck used for putaway
TR#	Turret truck used for retrieval

Show Slide 115.TASK GROUPS

- **Say:** Task Groups were created for the Pallet Reserve area and are defined by Equipment, Task, and Area. Task Group designations are used for putaway, retrieval and interleave tasks.
- **Say:** the only lifts that will have an area are the Reach truck and the Turret. As an example, if the Reach truck is retrieving pallets from area A, the task group designation would be RRA which stands for Reach Retrieval Area A

IF TASK GROUP IS	TRUCK TYPE USED IS
WI	Walkie
RR#	Reach truck used for retrieval
RP	Reach truck used for putaway
TP	Turret truck used for putaway
TR#	Turret truck used for retrieval



SYSTEM SIMULATION

Walkie Staging to Drop



Show Slide 116. WALKIE STAGING TO DROP SYSTEM SIMULATION

This FastTrack simulation demonstrates the Walkie Staging to Drop process.
To start the Demo, use the following Job Aid: NALCM.JA.PSR.FTLeaderAccess

PRACTICE AND APPLY

DEMONSTRATION

POSITION COACH NOTE

Using FastTrack simulation – demo mode

The FastTrack simulation for the Triple Walkie procedures is named WalkieStagingToDrop.

Before beginning the simulation, refer the class to the three WIs that cover this procedure and have them follow along. Begin FastTrack using the demo mode. Once you begin this mode, it plays automatically. As the simulation is running, point out to the class when each procedure is starting and ending. You can tell that change by checking the three WIs that are for this procedure.



Procedure/WI	FastTrack Simulation
NALCM.WI.PSR.TripleWalkieScantoDrop.	
NALCM.WI.PSR.TripleWalkieScantoStaging	WalkieStagingToDrop.
NALCM.WI.PSR.TripleWalkieCallPutaway	

POSITION COACH NOTE

As an alternative to the above system demonstration and with WMoS availability, you may use the following demonstration activity.



Position Coach Demonstration



This demonstration shows the three scanning procedures required of the Triple Walkie driver.

- Scan to Staging
- Call Putaway
- Scan to Drop

DEMONSTRATION, CONT.

Time



The Practice and Apply activity will take 5 minutes to complete.

Process



Important: Make sure you scan the pallets using the correct sequence.

- **Say:** I am now going to demonstrate the correct way for the Triple Walkie driver to scan items from the Staging area to the Drop Zone.
- **Say:** Note that I am starting my scan in the Staging area.
- **Ask:** What area will I be in when I end my last scan?
- Wait for the class to respond
 - The **Drop Zone** is the correct answer.

Using the RF Device, demonstrate the scanning process for all three types of Triple Walkie scans. As you demonstrate the process, make sure you discuss the RF Device procedures.

When you get ready to do the last scan (Scan to Drop), move the barcoded items to the Drop Zone before starting the scan.

Required Materials



- RF Device
- Location barcodes for Scan to Staging, Call Putaway and Scan to Drop
- Several items with iLPNs that can be scanned. These items are used to represent cases on several different pallets
- Two locations labeled as Staging and Drop Zone

PRACTICE

POSITION COACH NOTE

Using FastTrack simulation – Practice Mode



Advise the class to use the FastTrack practice demo with the WIs to become familiar with the procedures in moving pallets from staging to the drop zone. Allow each Team Member to practice until they feel comfortable with the procedures.

- NALCM.WI.PSR.TripleWalkieScantoDrop.
- NALCM.WI.PSR.TripleWalkieScantoStaging
- NALCM.WI.PSR.TripleWalkieCallPutaway

POSITION COACH NOTE



As an alternative to the above system practice and with WMoS availability, you may use the following practice activity.

Practice Activity

Distribute the following job aid:

- NALCM.HO.PSR.FTParticipantAccess



Divide the class up into teams of three and let each individual do one of the three required scans as the other two observe. If more than one RF Device is available, you can have several practices going on at one time.

Allow the team to discuss with each other the proper scanning technique, if needed.

Observe the scanning process to make sure it is done correctly.

Time

The practice activity will take 10 minutes to complete.



PRACTICE, CONT.

Process



- Team Member One will perform Scan to Staging
 - Position coach will verify that the scan was done correctly
- Team Member Two will perform Call Putaway
 - Position coach will verify that the scan was done correctly (reverse order)
- Team Member Three will perform Scan to Drop
 - Position coach will verify that the scan was done correctly and that items were moved to the Drop Zone before the scan was done.

Required Materials

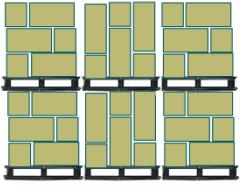


- RF Device
- Barcodes for
 - Scan to Staging
 - Call Putaway
 - Scan to Drop
- Several numbered items with iLPNs that can be scanned. These items are used to represent items on several different pallets.
- Two locations labeled as Staging and Drop Zone

 LESSON REVIEW

LESSON STEPS

1. Scan to Staging
2. Call Putaway
3. Scan to Drop





Show Slide 117.LESSON REVIEW

- **Discuss:** each step that is used by the Walkie driver to move pallets from Staging to the Drop Zone.
- **Discuss** the importance of scanning in the correct order and scanning to the correct barcode.

REACH TRUCK

Purpose



The purpose of this lesson is to explain the Reach truck processes.

Program Timing



Reach truck lesson requires 45 minutes to complete. This section includes breaks and 10 minutes for practice exercise.

Required Materials



- RF Device
 - Location barcodes for Drop Zone, Shave Tower, Throw Lines, NonCon area and High Sensitive area and P&D
 - Several items with barcodes that can be scanned. These items are used to represent iLPNs on several different pallets
 - Six locations labeled as Drop Zone, P&D, Shave Tower, Throw Line, NonCon area and High Sensitive area
 - NALCM.HO.REC.P&DMap
 - Work Instructions:
 - NALCM.WI.PSR.ReachTrucktoPNDFromDrop.
 - NALCM.WI.PSR.ReachToThrowOrInduct.
 - NALCM.WI.CSR.TriggerAlternativeLoc
 - NALCM.WI.PSR.ReachTruckFromPalletBuildLanetoPND
 - NALCM.WI.PSR.SinglePalletPutaway
 - NALCM.WI.PSR.WrongLocationSize
-

REACH TRUCK, CONT.

REACH TRUCK



Show Slide 118.REACH TRUCK

- **Say:** In this lesson, we will talk about Reach Trucks.



LESSON OBJECTIVES

What will you learn in this lesson?

- After completing this lesson, you will:
 - pickup, scan, and deliver a pallet to a designated location with 100% accuracy.
 - demonstrate your ability to handle exceptions that may occur

Why is this important?

- The Reach Truck moves pallets to many different locations. It is important that you know how to safely and efficiently move pallets to each of these locations

Show Slide 119.LESSON OBJECTIVES

- **Review:** the lesson objectives.
- **Say:** In this lesson, you will learn about the tasks that the Reach Truck performs and why they are important to the efficient flow of work done in the pallet storage area.
- **Say:** You will be able to accomplish these tasks after completing the lesson. You will also be able to handle any exceptions that may occur while you are doing your job on the Reach Truck.



REACH TRUCK

Reach Trucks can be identified by their two outriggers.



Show Slide 120.REACH TRUCK

Point out to the class that the Reach truck can be identified by the outriggers.

- **Say:** it is called a Reach truck because the forks can be extended from the body of the truck to ease storing and positioning of the pallets.

REACH TRUCK, CONT.

 REACH TRUCK ROLES

Reach Trucks move pallets from:

- Drop Zones to P&Ds
- The east side of the floor pallet build lanes to P&D locations E, I and L
- High sensitive area
- Nonconveyable area
- Recall destinations
- Throw Lines
- Shave Towers



Show Slide 121.REACH TRUCK ROLES

- **Discuss:** the various ways Reach Trucks are used.
- **Ask:** are you familiar with the terms and location designations discussed on this slide.
- **Ask:** are there any questions?

Answer all questions and move to the next slide.



POSITION COACH NOTE

The following slides discuss the individual jobs the Reach Truck performs. There may be some questions about location names. Be prepared to answer those questions as they arise.

 REACH TRUCK ROLES



Reach Trucks move pallets from Drop Zones to a WMoS-designated P&Ds.

NALCM.WI.PSR.ReachTrucktoPNDFromDrop



Show Slide 122.REACH TRUCK ROLES

- **Discuss:** this use of the Reach Trucks.
- **Ask:** are you familiar with the terms and location designations discussed on this slide.
- **Review:** NALCM.HO.REC.P&DMap
- **Review:** Work Instruction
 - NALCM.WI.PSR.ReachTrucktoPNDFromDrop
- **Say:** The driver must ensure that the pallets are put in the P&D correctly and are not hanging off the P&D or sitting up on the P&D corners.
- **Ask:** Are there any questions?

Answer all question and move to the next slide.

REACH TRUCK, CONT.

 REACH TRUCK ROLES

Reach Trucks move pallets from the east side of the pallet build lane location to P&Ds designated as E, I and L.



NALCM.WI.PSR.ReachTruckFromPalletBuildLanetoPND

Show Slide 123.REACH TRUCK ROLES, CONT

- **Say:** Reach Trucks can pick up pallets from the East side of the Floor Flow rack and move them to specific P&Ds. They can only deliver to P&D locations E, I, and L
- **Review:** Work Instruction
 - NALCM.WI.PSR.ReachTruckFromPalletBuildLanetoPND

 REACH TRUCK ROLES

Reach Trucks move pallets from the receiving area to the High Sensitive area



NALCM.WI.PSR.ReachTrucktoPNDFromDrop

Show Slide 124.REACH TRUCK ROLES, CONT.

- **Say:** Reach Trucks move pallets from the dock area to the High Sensitive area.
- **Review:** Work Instruction:
 - NALCM.WI.PSR.SinglePalletPutaway
- **Say:** The majority of the time, Triple Walkies will move pallets to the High Sensitive area, however; the Reach driver may be called upon to move single or double pallets to the High Sensitive areas.

 REACH TRUCK ROLES

Reach Trucks move pallets from receiving to the Nonconveyable areas



NALCM.WI.PSR.SinglePalletPutaway

Show Slide 125.REACH TRUCK ROLES, CONT.

- **Say:** Reach Trucks move pallets from the dock area to the Nonconveyables area.
- **Review:** Work Instruction:
 - NALCM.WI.PSR.SinglePalletPutaway
- **Say:** the majority of the time, Triple Walkies will move pallets to the Non Con area, however; the Reach driver may be called upon to move single or double pallets to the Non Con areas.

REACH TRUCK, CONT.

 REACH TRUCK ROLES



Reach Trucks move pallets to OPA and other areas that may need specific pallets of products due to recalls.

NALCM.WI.PSR.SinglePalletPutaway



Show Slide 126.REACH TRUCK ROLES, CONT.

- **Say:** various areas will create tasks via recalls that require Reach Truck drivers to move pallets to those areas.
- **Review:** Work Instruction:
 - NALCM.WI.PSR.SinglePalletPutaway

 THE REACH TRUCK ROLES

Reach Trucks move pallets from P&Ds to Throw Lines



NALCM.WI.PSR.ReachToThrowOrInduct



Show Slide 127.REACH TRUCK ROLES, CONT.

- **Say:** Reach Trucks move pallets from the P&Ds to the Throw Lines.
- **Review:** Work Instruction:
 - NALCM.WI.PSR.ReachToThrowOrInduct.

 REACH TRUCK ROLES

Reach Trucks move pallets to the Shave Towers



NALCM.WI.PSR.ReachToThrowOrInduct



Show Slide 128.REACH TRUCK ROLES, CONT.

- **Say:** Reach Trucks move pallets from the P&Ds to the Shave Tower. Follow along on your Work Instruction as I walk you through the steps.
- **Review:** Work Instruction:
 - NALCM.WI.PSR.ReachToThrowOrInduct.

REACH TRUCK, CONT.

EXCEPTIONS	
IF	THEN
If the pallet does not fit the location	NALCM.WI.PSR.WrongLocationSize

Show Slide 129.EXCEPTIONS

- **Say:** What do you do if the pallet does not fit in the location?
- **Review:** the following Work Instruction if the pallet does not fit in the location.
 - NALCM.WI.PSR.WrongLocationSizeThe system demonstration for this WI will be demonstrated later in this lesson

EXCEPTIONS	
IF	THEN
The P&D is occupied by another pallet	NALCM.WI.CSR.TriggerAlternativeLocation

Show Slide 130.EXCEPTION

- **Say:** What do you do if the P&D is occupied by another pallet?
- **Review:** the following Work Instruction if the P&D is occupied by another pallet.
 - NALCM.WI.CSR.TriggerAlternativeLocThe system demonstration for this WI will be demonstrated in the Turret lesson.



POSITION COACH NOTE

The questions on the next practice exercise slides are animated. The question appears when you show the slide and the answer will appear in green and bolded when you click the slide. Read the question to the class and give them some time to discuss and come to an answer before clicking the slide to display the answer.

Do this for each question on the practice exercise slides.

REACH TRUCK, CONT.

 MILESTONE QUESTIONS

The Reach Truck can only move pallets from the _____ side of the pallet build lanes

a. North
b. South
c. East
d. West

C. East

Show Slide 131.MILESTONE QUESTIONS

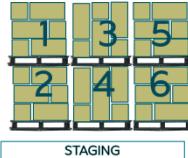
This is an animated slide that shows the question as the slide is shown. The answer appears in bold and in green when you click the slide.

Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** to reveal the answer. **C**

 MILESTONE QUESTIONS

What is the correct scanning order for Scan to Staging?



Show Slide 132.MILESTONE QUESTIONS

This is an animated slide. The question appears as the slide is shown.

Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** the slide to reveal the answer. **1 through 6**
- **Discuss:** the importance of this scanning order.

 MILESTONE QUESTIONS

There is already a pallet in the P&D where I am suppose to put mine. What should I do?



Show Slide 133.MILESTONE QUESTIONS

- **Ask:** What would you do in this situation?
- **Review:** The following Work Instruction if the P&D is occupied by another pallet.
 - NALCM.WI.CSR.TriggerAlternativeLoc

PRACTICE AND APPLY

DEMONSTRATION



SYSTEM SIMULATION

Reach Truck To
P&D From Drop

Reach Truck From Pallet
Build Lane to P&D



Show Slide 134.SYSTEM SIMULATION

This FastTrack simulations demonstrates the following procedures:

- Reach Truck to P&D From Drop
- Reach Truck From Pallet Build Lane to P&D
- Use the FT leader Access Job Aid for reference.
 - NALCM.JA.PSR.FTLeaderAccess



POSITION COACH NOTE

Use the FastTrack demo simulations listed below to demonstrate WMoS system procedures. Refer the Team Member to the WIs as the demonstrations are playing.

Procedure/WI	FastTrack Simulation
NALCM.WI.PSR.ReachTrucktoPNDFromDrop.	ReachFromDropZoneToP&D
NALCM.WI.PSR.ReachTruckFromPalletBuildLaneToPND	ReachFromStagingToP&D



POSITION COACH NOTE

As an alternative to the above system demonstration and with WMoS availability, you may use the following demonstration activity.

DEMONSTRATION, CONT.

Position Coach Demonstration



This demonstration shows the scanning procedures required of the Reach Truck driver.

Time



The demonstration will take 5 minutes to complete.

Process



- **Say:** I am now going to demonstrate the correct way for the Reach Truck driver to scan an item from the Drop Zone to a P&D.
- **Say:** Note that I am starting my scan in the Drop Zone.

Using the RF Device, demonstrate the scanning process for the Reach Truck. As you demonstrate the process, make sure you discuss the RF Device procedures.

Required Materials



- RF Device
- Barcodes for Drop Zone and P&D locations
- Several items with barcodes that can be scanned. These items are used to represent cases on several different pallets
- Two locations labeled as Drop Zone and P&D
- NALCM.WI.PSR.ReachTrucktoPNDFromDrop.
- NALCM.WI.PSR.ReachTruckFromPalletBuildLanetoPND

DEMONSTRATION, CONT.

 SYSTEM SIMULATION

Reach Truck To Shave Tower And Throw Lines



Show Slide 135.SYSTEM SIMULATION

Read the instructions below, then click the icon to access the FastTrack simulation.



POSITION COACH NOTE

Use the FastTrack demo simulations listed below to demonstrate WMoS system procedures. Use the FastTrack Demo mode. Refer the Team Member to the WIs as the demonstration is playing.

Procedure/WI	FastTrack Simulation
NALCM.WI.PSR.ReachToThrowOrInduct.	Reach To Throw Or Induction



POSITION COACH NOTE

As an alternative to the above system demonstration and with WMoS availability, you may use the following demonstration activity.

DEMONSTRATION, CONT.

Position Coach Demonstration



This demonstration shows the scanning procedures the Reach Truck driver is required to complete.

Time



The demonstration will take 5 minutes to complete.

Process



- **Say:** I am now going to demonstrate the correct way for the Reach Truck driver to scan an item from the P&D to the Shave Tower.
For this demonstration we will use the Shave Tower as a destination; but as you have learned, you will be moving pallets to several different locations.
- **Say:** Note, I am starting my scan at the P&D.

Using the RF Device, demonstrate the scanning process for the Reach Truck. As you demonstrate the process, make sure to discuss the RF Device procedure.

Required Materials



- RF Device
 - Barcodes for iLPN and P&D locations
 - Several items with barcodes that can be scanned. These items are used to represent cases on several different pallets
 - Two locations labeled as Shave Tower and P&D
-

PRACTICE

POSITION COACH NOTE

Tell the class to use the FastTrack practice simulations and WIs to practice the following procedures. Allow the class time to get comfortable with all the simulations before moving to the next lesson. Refer back to the following job aid

- NALCM.HO.PSR.FTParticipantAccess



Use this FastTrack Simulation	To Practice this WI
Reach Drop Zone To P&D	NALCM.WI.PSR.ReachTrucktoPNDFromDrop.
Reach PBL To P&D	NALCM.WI.PSR.ReachTruckFromPalletBuildLaneToPND
Reach to Throw Or Induction	NALCM.WI.PSR.ReachToThrowOrInduct.
Reach To Shave Tower	



POSITION COACH NOTE

As an alternative to the above system practice and with WMoS availability, you may use the following practice activity.



LESSON REVIEW

LESSON STEPS

1. Moving pallets to P&Ds
2. Moving pallets from Pallet Build Lane
3. Moving pallets to the High Sensitive area
4. Moving pallets to the NonCon area
5. Moving pallets due to Recalls
6. Moving pallets to the Shave Tower
7. Moving pallets to the Throw Lines

Show Slide 136.LESSON REVIEW

- **Discuss:** the steps that were covered in this lesson.
- **Ask:** if they have any questions.

Answer all questions before moving to the next lesson.

PRACTICE, CONT.



POSITION COACH NOTE

Give the class a ten to fifteen minute break after the practice is complete.

TURRET

Purpose



This lesson is to introduce the class to the Turret and explain how it is used in the Pallet Reserve area.

Program Timing



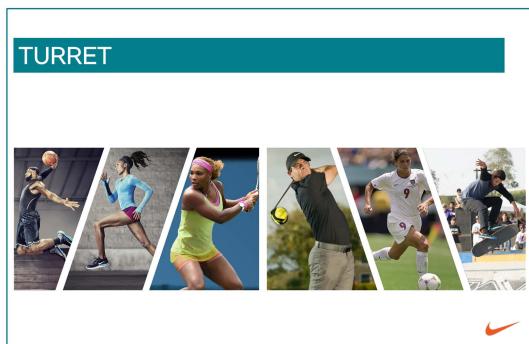
The Turret lesson requires 40 minutes to complete. This section includes 10 minutes for performance checks.

Required Materials



- RF Device
 - Barcodes for P&D and pallet reserve rack locations
 - Several items with barcodes that can be scanned. These items are used to represent iLPNs on several different pallets
 - Two locations labeled as P&D and pallet reserve rack
 - Work Instructions
 - NALCM.WI.PSR.TurretPutaway
 - NALCM.WI.PSR.TurretRetrieval
 - NALCM.WI.CSR.TriggerAlternativeLoc
 - NALCM.WI.PSR.RemoveEmptyPallet.
-

TURRET, CONT.



Show Slide 137.TURRET

- **Review:** the lesson.

LESSON OBJECTIVES

What will you learn in this lesson?

- After completing this lesson, you will:
 - pickup, scan, and deliver a pallet to a designated location with 100% accuracy.
 - demonstrate your ability to handle exceptions that may occur

Why is this important?

- The Turret moves pallets from the P&Ds to the Pallet Storage and Retrieval locations.

Show Slide 138.LESSON OBJECTIVE

- **Review:** the objectives and why they are important.
- **Say:** to the class that they will be able to accomplish these tasks after completing this lesson. You will also be able to handle any exceptions that may occur while you are doing your job on the Turret.

TURRET

The Turret is used to move pallets from the P&D to the pallet reserve location

NALCM.WI.PSR.TurretPutaway

Show Slide 139.TURRET

- **Say:** Turret drivers move pallets from P&Ds to pallet reserve locations
- **Review:** Work Instruction
 - NALCM.WI.PSR.TurretPutaway
- **Say:** the aisles they work in are very narrow. They use a wire guide built into the floor to steer the Turret while in the aisles. When you turn on the wire guide you cannot use the steering.
- **Discuss:** the following points
Ensure when taking pallets out if you hit another pallet or cartons fall, pick them up or fix the pallet. Verify you are at the right location.

TURRET, CONT.

 **TURRET**

Move pallets from pallet reserve location to the P&D



NALCM.WI.PSR.TurretRetrieval

Show Slide 140.TURRET, CONT.

- **Say:** Turret drivers move pallets from the pallet reserve location to the P&Ds.
- **Say:** Put the pallet in P&D correctly; ensure pallet is not hanging off P&D or sitting up on P&D corners.
- **Review:** Work Instruction
 - NALCM.WI.PSR.TurretRetrieval

 **MISSING PALLET**



5x5 or Diamond Search

- Right
- Above
- Left
- Below

Show Slide 141.MISSING PALLET

- **Say:** What do you do if the pallet is not in the location or is missing?
- **Say:** You will need to conduct a 5X5 search
- **Ask:** Does everyone know what a 5X5 or diamond search is?
 - Using the graphic on the slide, explain the 5X5 search (this is sometimes referred to as a diamond search)

 **SYSTEM SIMULATION**

Skip iLPN





Show Slide 142.SYSTEM SIMULATION

- **Review:** the Work Instruction
 - NALCM.WI.CSR.TriggerAlternativeLoc
- **Demonstrate** the Trigger Alternative Location Fasttrack simulation

Stress to the Team Members that after doing a 5X5 search with no results, they should press Ctrl+B first. This sends a request to WMoS to find another identical pallet in the same aisle.

If WMoS cannot find another pallet, the user is notified and only then should they press Ctrl+ S. This creates a chase task and allows the driver to continue on to the next task.

TURRET, CONT.

 **TURRET**

Remove empty pallets from rack locations



NALCM.WI.PSR.RemoveEmptyPallet

Show Slide 143.TURRET, CONT.

- **Say:** Order Pickers remove individual iLPNs from pallets in pallet reserve. Eventually empty pallets are left in the pallet reserve rack. These pallets take up unnecessary space and need to be removed.
- **Review:** Work Instruction
 - NALCM.WI.PSR.RemoveEmptyPallet
- **Discuss:** the following points
- Driver is to place cones at end of each section of assigned aisle
- Stage pallets in P&D
- Driver utilizes proper PMV procedures during this process
- Ensure that there are no pallets left behind, and that pallets are put in the P& D correctly
- Make sure the stack is no higher than 6 and that all pallet are on straight



POSITION COACH NOTE

The next two slides discuss exceptions

 **EXCEPTIONS**

IF	THEN
The Pallet Storage and Retrieval location is damaged	NALCM.WI.CSR.TriggerAlternativeLoc
There is a pallet already in the location	NALCM.WI.CSR.TriggerAlternativeLoc

NALCM.WI.CSR.TriggerAlternativeLoc

Show Slide 144.EXCEPTIONS

- **Say:** Let's discuss a few exceptions you may encounter. What do you do if the pallet reserve location is damaged or there is a pallet already in the location?
- **Review:** Work Instruction
 - NALCM.WI.CSR.TriggerAlternativeLoc

TURRET, CONT.

EXCEPTIONS	
IF	THEN
The pallet is missing or has the incorrect iLPN	Visually scan the rack on each side for the missing pallet. Did you find the missing pallet? YES NO Complete the task NALCM.WI.CSR.TriggerAlternativeLoc

Show Slide 145.EXCEPTIONS

- **Say:** What do you do if the pallet is missing or if it has the incorrect iLPN?
- **Review:** the following steps if the pallet is missing or has the incorrect iLPN.

STEP	ACTION	
1.	Visually scan the rack on each side for the missing pallet. This is called a 5X5 or a diamond search	
2.	Did you find the missing pallet? YES NO Complete the task Trigger an alternative location Refer back to work instruction ■ NALCM.WI.CSR.TriggerAlternativeLoc	

MILESTONE QUESTIONS	
 The Turret is used to: a. Move pallets from the P&D to the Pallet Reserve locations b. Move pallets from the drop zone to a P&D c. Move pallets from staging to a Pallet Reserve Rack d. All of the above  a. Move pallets from the P&D to the Pallet Reserve locations	

Show Slide 146.MILESTONE QUESTIONS

This is an animated slide that shows the question as the slide is shown. The answer appears in bold and in green when you click the mouse.

Ask: How is a Turret used?

Allow the class time to discuss and come to a conclusion before revealing the answer. A

Click: to reveal the answer.

TURRET, CONT.

 MILESTONE QUESTIONS

The Pallet Storage and Retrieval location that you are sent to is damaged. What do you do?



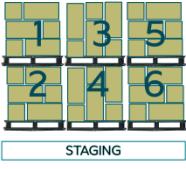
Nike swoosh logo

Show Slide 147.MILESTONE QUESTIONS

- **Ask:** What do you do if the Pallet Storage and Retrieval rack is damaged?
- Refer back to Work Instruction
 - NALCM.WI.CSR.TriggerAlternativeLoc

 MILESTONE QUESTIONS

What is the correct scanning order for Call Putaway?



Nike swoosh logo

Show Slide 148.MILESTONE QUESTIONS

This is an animated slide. The question appears as the slide is shown.

Ask: The scanning order for scan to staging was from 1 through 6. What is the correct scanning order for Call Putaway? **6 through 1**

Allow the class time to discuss and come to a conclusion before revealing the answer.

- **Click:** to reveal the answer.
- **Discuss:** the importance of this scanning order.

PRACTICE AND APPLY

DEMONSTRATION

 SYSTEM SIMULATION

P&D To Final Location Trigger Alternate Location

Show Slide 149.SYSTEM SIMULATION

These two FastTrack simulations demonstrate the following processes:

- P&D to Final Location
- Trigger Alternate Location
- Refer to the following Job Aid
NALCM.JA.PSR.FTLeaderAccess



POSITION COACH NOTE

Use the two FastTrack demo simulations to demonstrate the following procedures. Tell the Team Members to refer to the WIs as the demonstrations are playing

Procedure/WI	FastTrack Simulation
NALCM.WI.PSR.TurretPutaway	P&DToFinalLocation
NALCM.WI.CSR.TriggerAlternativeLoc	NALCM.WI.CSR.TriggerAlternativeLoc



POSITION COACH NOTE

As an alternative to the above system demonstration and with WMoS availability, you may use the following demonstration activity

DEMONSTRATION, CONT.

Position Coach Demonstration



This demonstration shows the scanning procedures required of the Turret driver.

Time



The demonstration will take 5 minutes to complete.

Process



- **Say:** I am now going to demonstrate the correct way for the Turret driver to scan an item from the P&D to a pallet reserve rack.
For this demonstration, we will use the pallet reserve rack as a destination.
- **Say:** Note, I am starting my scan at the P&D.

Using the RF Device, demonstrate the scanning process for the Turret driver. As you demonstrate the process, make sure to discuss the RF Device procedures.

Required Materials



- RF Device
- Barcodes for P&D and pallet reserve rack locations
- Several items with barcodes that can be scanned. These items are used to represent cases on several different pallets
- Two locations labeled as P&D and pallet reserve rack

DEMONSTRATION, CONT.

 SYSTEM SIMULATION

Move Pallets From Pallet Reserve







Show Slide 150. MOVE PALLETS FROM PALLET RESERVE SYSTEM SIMULATION

Read the instructions below and then click the icon to access the FastTrack simulation.

- Refer to the following Job Aid
NALCM.JA.PSR.FTLeaderAccess



POSITION COACH NOTE

Use the FastTrack demo simulation to demonstrate the following procedures. Tell the Team Members to refer to the WIs as the demonstrations are playing

Procedure/WI	FastTrack Simulation
NALCM.WI.PSR.TurretRetrieval	TurretRetrieval
NALCM.WI.PSR.RemoveEmptyPallet.	This is a manual process. No FastTrack Simulation is available



POSITION COACH NOTE

As an alternative to the above system demonstration and with WMoS availability, you may use the following demonstration activity

PRACTICE

Time



The Practice activity will take 10 minutes to complete.

Process



- Team Member One will perform the scan from the P&D to the pallet reserve rack
 - Position coach will verify that the scan was done correctly
- Team Member Two will perform the scan from the pallet reserve rack to the P&D
 - Position coach will verify that the scan was done correctly

Required Materials



- RF Device
- Location barcodes for P&D and pallet reserve rack locations
- Several items with barcodes that can be scanned. These items are used to represent cases on several different pallets
- Two locations labeled as P&D and pallet reserve rack

A small orange icon with a white play button symbol.

LESSON REVIEW

LESSON STEP
Move pallets from the P&D to the Pallet Storage and Retrieval location

A small image of a red Raymond warehouse fork truck.

Show Slide 151.LESSON REVIEW

- **Discuss:** the steps that were covered in this lesson.
- **Ask:** the class if they have any questions.

COURSE SUMMARY

COURSE SUMMARY

Now that you have completed this course, you will be able to:

- Scan and transport pallets to all areas serviced by the Pallet Storage and Retrieval area
- Resolve any exceptions
- Know when to get battery charged
- Know how to use the radio correctly

Show Slide 152. COURSE SUMMARY

■ **Discuss:** the items listed on the slide to summarize the course.

■ **Ask:**

- Are there any additional questions about the course materials?
- Are there any questions that were asked that I did not address?
- Are you confident you have enough information to be successful?
- Are you confident that you can apply what you have learned in this class to your work day?



Show Slide 153. END OF COURSE

Thank everyone for attending. Wish them well in their jobs. Advice Team Members that they will now take the Player Readiness Check.

PLAYER READINESS CHECK

Position Coach Information

The purpose of this Player Readiness Check is to verify the Team Members' ability to perform the tasks outlined in this course.

The Player Readiness Check for this course contains two parts:

- Player Readiness Check – Part 1, which consists of eight multiple choice questions
- Player Readiness Check – Part 2, which consist of six scenarios.

Team Members can use their Work Instructions and Job Aids as reference materials while completing both parts of the Player Readiness Check.

At the start of the Player Readiness Check– PART 1:

- **Distribute:** Player Readiness Check – Part 1 to each Team Member.
- **Distribute:** an Answer Sheet to each Team Member.
- **Ask:** Team Members to not write on the Player Readiness Check-Part 1
- **Say:** record your answers on the Answer Sheet.
- **Say:** you will have 5 minutes to complete the Player Readiness Check.
- **Say:** read each question fully and ensure they fill out the Answer Sheet accurately.
- **Say:** you should shade in your answers completely on the Answer Sheet.
- **Demonstrate:** how to fill out an answer on the Answer Sheet.

Give Team Members 5 minutes to complete the Player Readiness Check – Part 1.



Position Coach Information

The purpose of this Player Readiness Check is to verify the Team Members' ability to perform the tasks outlined in this course.

The Player Readiness Check for this course contains two parts:

- Player Readiness Check – Part 1, which consists of eight multiple choice questions
- Player Readiness Check – Part 2, which consist of six scenarios.

Team Members can use their Work Instructions and Job Aids as reference materials while completing both parts of the Player Readiness Check.

PLAYER READINESS CHECK, CONT.

At the start of the Player Readiness Check- PART 1:

- **Distribute:** Player Readiness Check – Part 1 to each Team Member.
- **Distribute:** an Answer Sheet to each Team Member.
- **Ask:** Team Members to not write on the Player Readiness Check-Part 1
- **Say:** record your answers on the Answer Sheet.
- **Say:** you will have 5 minutes to complete the Player Readiness Check.
- **Say:** read each question fully and ensure they fill out the Answer Sheet accurately.
- **Say:** you should shade in your answers completely on the Answer Sheet.
- **Demonstrate:** how to fill out an answer on the Answer Sheet.

Give Team Members 5 minutes to complete the Player Readiness Check – Part 1.

At the end of Player Readiness Check – Part 1

- **Collect:** Player Readiness Check – Part 1 and Answer Sheets.
- **Review** Answer Sheet is signed

After the Player Readiness Check – Part 1 is completed, start Player Readiness Check – Part 2

Position Coach Information –Pallet Storage

- **Say:** you are now going to practice the PVM job assignments by moving pallets to the correct locations.
- Split the class up into manageable size teams
- **Say:** while each team is completing Player Readiness Check – Part 2, the rest of you can be completing the course evaluation
- **Distribute:** Course Evaluations to each Team Member
- As soon as the group performing the Player Readiness Check completes scenario one, they will begin scenario two and then scenario three.
- Use the supplied pallets and stacked cases in the following scenarios. These scenarios are dependent on having access to WMoS. If WMoS is not available, you may need to have the Team Member announce what they are doing and why. They will need the WIs to complete these scenarios



PLAYER READINESS CHECK, CONT.

- Scenario one - Triple Walkie from Staging to Drop Zone
 - Have Team Members demonstrate the following tasks:
 - Using the RF Device, Team Member to type WI in the **Task Group** field
 - Using the RF Device, Team Member to select PutAway Pallet from the selection
 - Scan one iLPN from a pallet
 - Scan the Walkie barcode
 - Continue this for each pallet
 - Scan one iLPN from each pallet in reverse order to Call Putaway
 - Move pallets to Drop Zone
 - Scan one iLPN from each pallet to Scan to Drop
- Scenario two - Reach from Drop Zone to P&D
 - Have Team Members demonstrate the following tasks:
 - Using the RF Device, Team Member to type WI in the
 - Scan one iLPN from a pallet
 - Move pallet to P&D
 - Scan P&D barcode
- Scenario three- Turret from P&D to pallet reserve rack
 - Have Team Members demonstrate the following tasks:
 - Using the RF Device, Team Member to type WI in the
 - Scan iLPN from pallet sitting in P&D
 - Move pallet to pallet reserve rack
 - Scan barcode at pallet reserve rack



- Some of the items supplied for the Player Readiness Check should be setup with stacking errors to evaluate the exceptions that may be found on the job. You can setup pallets so they are stacked in a dangerous position or cases hanging off the pallet.
- The Team Member should be made aware that while completing the Player Readiness Check, if they see anything improper, they should let you know and treat it as an exception.
- When they let you know about the exception, you can either tell them to simply restack the cases, if that is the solution or you can restack the pallets if it is a pallet stacking error.
- Team Members can use the WIs and Job Aids.
- Use the Performance Checklist to record if the pallet move was completed successfully.