ACCOUNT INSTRUCTIONS

Client Code	AGRFIN – Birds Eye Foods	**CSR**	Robin x112
Dock	East	**# Of Inbound Tags**	N/A
Storage Method	# of cases by pallet id and receipt date (RF Program)	**Unit Of Measure**	# of cases

Pallets In	See Below
Pallets Out	See Below
Temp	11 or below – over the road
	20 or below – from 009
Damage (In)	See Below
Damage (Out)	Call Inventory; see below
Trailer Seals (In)	Check seal; fill out form
Trailer Seals (Out)	Seal load and write seal number on BOL

Special Instructions

Temp Above 20 degrees:

1. Call Supervisor
2. Fill out Temperature Discrepancy Form
3. Place red hold tags on each pallet and Record temp on each red hold tag
4. Warehouse puts product away
5. Forward receipt to CSR
6. Receipt is entered by CSR
7. Lot is placed on T Hold by office supervisor
8. Contacts customer for further instructions.

Warehouse & Outbound Order Damage

1. Call Inventory team
2. Inventory team places product on DG hold

Inbound Pallets

1. All loads incoming in for AGRFIN account should be on CHEP pallets. All inbound loads should be stamped "Do Not Pallet Exchange". If the load is on slip sheets, then the "Slip Sheet" stamp should be used. The pallets/slips should also be entered by warehouse in the system.

Outbound Pallets

Warehouse

1. Follow instructions on OIR-pallet stamp located on or near bottom of OIR-No pallet stamp, contact office. The warehouse should be entering number of pallets in the system.
2. If load is going out on slip sheets, mark number of slips on the OIR, as well as in the system.

CW Foods Product

CW Foods charges must be placed on inbound CW product, receipts are to be

Forwarded to LT or KA before rating to add this charge.

Inbound Damage Procedure (effective 8/14/07)

Warehouse

1. Receive damage in
2. Call inventory team to place damage case on DR hold
3. Write in the damage section of the IT the damage lot and how many cases
4. Place damaged case(s) in damage bin
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Office

1. Warehouse returns IT to office
2. Office makes a remark before rating the receipt that reads: " (# of cases) of Damaged upon receipt product received for xxxx product code"

GLCS Damage Procedure

1. Place damage product in damage bin and write down all information on damage form including the pallet id number
2. Report damage to inventory team member
3. Inventory team member places product on hold in the system.
4. Damage product is adjusted off the system at the 20th of the month and recouped if it can be.

Preorder Procedure

Office
- Office is responsible to stamp the OIR short, highlight the items short on the pick sheet and place it in the pick rack
- When confirming orders, the cut lines will be recalled while in OE20 and the system will prompt you to F2 the preorder line. Please place the appropriate reason code for cutting the item (example: "N" for no product available.

- CSR communicate cuts to the customer through researching the OR13 report daily

Warehouse

1. Nightly at 9 PM it is the responsibility of the warehouse supervisor to check all orders that have an appointment to ship the next to see if the product was received.
2. If the product is available, the order needs to be filled.
3. If the product is not available, the order is cut.
4. If the order does not have an appointment the product is not cut until it does have an appointment. These orders will be cut 9 PM before the appointment date.

Bill of Ladings

Warehouse Procedure
1. Print bill of lading after the order has been live loaded and signature captured by the driver, as well as all information properly put into the system.

2. Match the OIR, and RF55 total to the bill of lading total. These three must match.

Office Procedure
1. In OE20, while confirming, ensure the OIR total matches the bill of lading total. If it doesn't do not confirm the load. Forward all paperwork to LT, KA or RVA.

Railcars

- RU charge is to be entered on all railcars. RU = 1. This is an unloading charge. In addition, many railcars are slipped to the floor. If this is the case, enter a S2 charge, too.