ACCOUNT INSTRUCTIONS

Client Code	MFMTRA – MFMBS Trading Co. – Frozen	**CSR**	Kim x113
Dock	Front	**# Of Inbound Tags**	# of cases in lot / 50
Storage Method	Lot & Locate by receipt date	**Unit Of Measure**	# of cases

Pallets In	Pallet Exchange
Pallets Out	Pallet Exchange
Temp	10 or below
Damage (In)	Refuse to driver; make remark receipt; place in damage bin if driver does not want
Damage (Out)	Call Inventory; see below
Disposition	No
Trailer Seals (In)	N/A
Trailer Seals (Out)	N/A

Special Instructions

Temp Above 10 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 disposition

Warehouse & Outbound Order Damage

1. Call Inventory team
2. Inventory team places product on DG hold
3. Contact CSR
4. CSR contacts customer for disposition

- Inbound loads need to be counted very carefully. Many loads need restacking. Restacking is completed by driver or authorization is needed by customer to charge for restacking.
- Re-stacking is also need when the product comes in on Chep pallets; Re-stack to GLCS pallets and track the time needed to do this. Give driver back his Chep pallets.
- CSR to copy Tim on any Extra Services for Re-stacking
- Inspection from Matt at ERO is needed on some inbound loads. The appointment

scheduler will have a note stating inspection required. Shipping and receiving is responsible to call Matt when load arrives.

- Receipts are forwarded to CSR to enter

- Receipts are entered by exact weight in and shipped average weight out
- All outbounds are to be stacked according to the customers needs. The CSR will write information on the OIR
- Share truck BOL's are verified with the customer before shipping – office responsibility
- Customer schedules all inbound load appointments with CSR – none are to be taken by shipping & receiving - forward all inbound appointment calls to CSR