

Recoup Freight

O-03

It is the Freight handler's responsibility to RECOUP shipments that are in bad order when unloading a trailer.

Types of Recouping that must be done:

- If a palletized shipment has tipped over, it **MUST** be restacked and shrink wrapped. Be sure to keep heavier cartons on bottom layer and build up from there, keeping cartons confined within pallet edges to prevent damage.
- If boxes are crushed on the bottom of a pallet due to a pallet that is not large enough to keep the bottom boxes from crushing over the sides, make clear notations of the problem and notify a supervisor as to what action should be taken.
- Boxes or Bags that are open or damaged (ie: torn open, etc) **MUST** be recouped with tape.
- Bundles of product (pipe, tubing, metal bar stock, etc) where the bands have broke, **MUST** be re-banded.
- Some pallets of freight have bands on them. When a band is broken and needs to be replaced, place a new band on. Keep some corner board around to utilize when a pallet of freight needs to be re-banded or use pieces of cardboard. Avoid causing damage when tightening banding.
- If an order appears not to have enough shrink wrap around it to keep it secure, add more shrink wrap. Insure that freight is shrink wrapped to the pallet to prevent it from shifting off of pallet.

When a shipment is unloaded and it is in bad order, we must do our best to protect our customer's product and recoup when necessary. **DO NOT** leave this task for the next person that handles the shipment.

Notate clear and specific exceptions that you have recouped a shipment on both the Dock Handling copy and the Unloading Manifest.

Dock Training Module

