



**Store Direct
Shipment Seal
And
Verification
Processes**

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Receiving Store Direct to Store Seal Process

Purpose

This document details a receiving stores role in the Store Direct Shipment Seal Process through a step-by-step instruction.

Key Points

- All seal and trailer verification is a two Associate verification process
 - The two Associate verification process is in place as a form of checks and balances to ensure the upmost security of our product. A member of management or key holder **must** make up one of the two Associates for the verification process.
- Authorized Associates for seal verification **AND** trailer unload are as follows:
 - Member of management
 - Key Carrier
 - Back Room Coordinator (BRC)

Responsibilities/Instructions

Verify the Load/Trailer/Seal

- Carrier makes contact with authorized Associate (see key points above) to let them know they are arriving.
- Using the two Associate verification process, verify the correct trailer is at your location (circled in green on figure A). Check the seal for tampering. If the seal has been tampered with, immediately call Sierra DC/FC Loss Prevention 307-772-4829 OR 307-214-4335, DPLM and DM
- Match the unique number printed on the seal to the Bill of Lading. It will be titled “seal on arrival” (circled in red on figure A). If the numbers do not match, immediately contact Sierra DC/FC Loss Prevention 307-772-4829 OR 307-214-4335, DPLM and DM
- Enter the number of the seal on the trailer into the “Store Shipment Seal Log”
- Once the seal is verified and logged, using bolt cutters, remove the seal.
- Have the driver tie back and secure the trailer doors and verify the trailer is properly backed up and secure to the dock and dock seal.
- Instruct and ensure the driver has disconnected his cab from the trailer and attached the pin lock to the fifth wheel before entering the trailer and commencing the unloading process.
- Store copies of BOL’s should be kept in Manager’s office and retained for 2 years

Store Direct Shipment Seal Process

Sierra Loss Prevention Department

Figure A

Unload

- Retrieve the envelope inside of the trailer with the additional green bolt seals for other store direct stops and sets it aside. (see figure B)

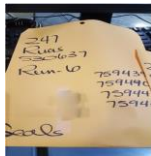


figure B

- Verify the pallets to be unloaded by matching the pallet number from the BOL (circled in black figure A) to the Pallet number sticker on the physical pallet. All pallets will have a pallet sticker and a store sheet for verification (See pictures on next page)

Ship to Store (STS) Pallets

- All Ship to Store pallets will have a yellow STS sticker on them as well as store sticker and pallet sheet (see pictures on next page)
- Follow Ship to Store procedures after initial trailer unload.

Store Direct Shipment Seal Process

Sierra Loss Prevention Department

Pallet Sticker



Store Sheet



Ship to Store Pallet



After Unloading

- If your store is the last one on the run, ensure that all pallets have been removed and that the trailer is empty.
- If your store is not the last store on the run, please follow the below instructions.
- Close the dock overhead door and padlock it.

Mis-Ships

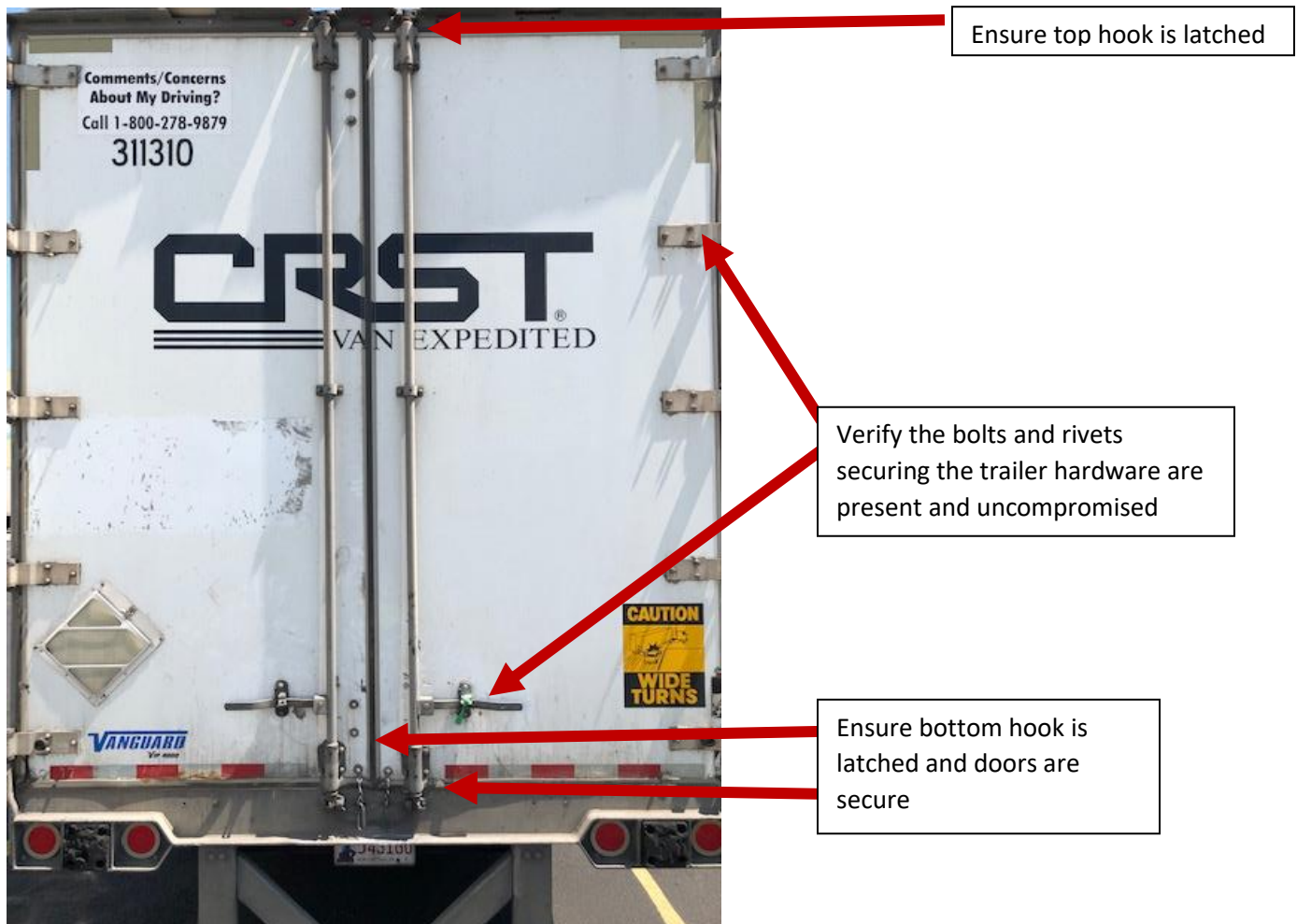
- If there are 6 cartons or less that were mis-shipped to a store, please scan by carton and put to store inventory
- If more than 6 cartons were mis-shipped, please call 307-772-4829 OR 307-214-4335 and ask for a transportation coordinator. There will be a brief hold and then a transfer. Once transferred, the transportation coordinator will work with you to correct the issue.
- Mis-shipped STS orders should re-directed to the correct store via FedEx. Contact Sierra DC/FC Transportation at 307-772-4829 OR 307-214-4335 for shipping instructions on large mis-shipped STS items such as Kayaks, Furniture etc.

Store Direct Shipment Seal Process

Sierra Loss Prevention Department

Trailers headed to other stores

- Driver will pull the trailer away from the dock.
- Retrieve the seal packet (figure B) and identify the next seal on the Store Direct Shipment route (identified on the BOL listed as "Seal on Departure", circled in blue on figure A, on your stores stop).
- Once seal is identified, place seal packet (figure B) in the back of the trailer.
- Using the two Associate verification process, verify trailer doors are properly secured. Attach the next stores seal by inserting the bolt pin through the locking hole of trailer door.
- Place the cylinder under the bolt pin and snap together. A distinct clicking sound indicates the seal is correctly locked.
- Ensure the bolt seal is locked by pulling on the cylinder.
- Verify trailer door/hinge hardware is not tampered with. (see pictures below below)



Emergency Seal Process

Purpose

This document details the Emergency Red Bolt Seal Process through a step-by-step instruction.

Overview

- The Emergency Red Bolt Seal process is in place to mitigate product loss through shipment and mis-shipped inventory. An Emergency Red Bolt Seal will be placed on any outgoing direct to store shipment with a seal anomaly.

Process

- Store Associate places an Emergency Red Bolt Seal on their store direct shipment after unloading their product when:
 - The store is unable to find the next store seal in the seal packet
 - There is no seal packet
 - When the store direct delivery arrives at a store out of order from the BOL
 - Seal to next store is damaged
 - Store Direct Shipment arrived with incorrect seal on trailer
- Any time an Emergency Red Bolt Seal is placed on a trailer, the store must notify that they have used an emergency seal and why. Please call Sierra DC/FC Loss Prevention 307-772-4829 OR 307-214-4335 and DLPM
- The store should then contact the next store enroute to notify that trailer will be arriving with red emergency seal
- Servicing DC/FC LP will document the use of the Emergency Red Bolt Seal
- Servicing DC/FC LP will send out another Emergency Red Bolt Seal on the next shipment to the store.
- Member of management will e-mail the servicing DC/FC that they have received the seal upon arrival.
- Servicing DC/FC LP will notate that the seal arrived at the store.
- Any unused green bolt seals **must** be destroyed by cutting in half with bolt cutters.

New Store Process

- New stores will receive their Emergency Red Bolt Seals with their first Store Direct Shipment
- Member of management places new emergency seal in the cash office/manage office safe



Emergency Red Bolt Seal

Store Direct Shipment Seal Test Process**Purpose**

This document details the Store Direct Shipment Seal Test Process through a step-by-step instruction.

Store Seal Testing:

Scheduling of a seal test will be done at each DC and Service Center location:

Frequency

- Each store within the service area will be tested quarterly.
- Stores that fail a seal test will be tested once per month for the following three (3) months.

Methodology

- Seals will be assigned to each BOL by range of seals. (E.g. three store runs will have three seals assigned. Seal numbers 123456-123458.)
- Seal test will be completed by utilizing a generic seal number on the BOL (Manipulating at least 2 (two) random numbers of the seal assigned in any order).
- Please call Sierra DC/FC Loss Prevention **307-772-4829 OR 307-214-4335** to report seal discrepancy.
- All Stores that have been seal tested and do not call DC/SC before opening the trailer will be considered a failed test and will be notified the next day by the servicing DC/SC.
- Store incident reports / APIS must be completed when a store fails to report a seal test. (Store Incident Report)
- The caller will receive a confirmation number to document their call when reporting a seal discrepancy.

Reporting

- The following protocol must be utilized for Seal Test reporting for all stores:
- Loss Prevention must contact the Store Manager(s) of the Store(s) that fail seal tests within the next business day after seal test was conducted.
- Loss Prevention must notify the DLPM of stores that fail within the next business day with a phone call.
- Failures must be reported to DMs, DLPMs, and Regional LP Assistants through the seal test letter notification after telephone notification by the DC LP Supervisor. Seal Test Notification Letter (see below)

Store Direct Shipment Seal Process

Sierra Loss Prevention Department

TO: Regional Loss Prevention Manager

FROM: Loss Prevention Supervisor

DATE:

SUBJECT: **NOTICE OF SEAL TEST FAILURE**

On (Date), Store (#) failed a Seal test. The store failed to recognize and call in the incorrect seal number to the Loss Prevention Department.

Warehouse shipment was loaded on (Date) Trailer (#), for delivery to Store (#) (District #).

Seal # affixed to the trailer:

Test Seal range printed on BOL:

Trailer was received by:

Loss Prevention spoke with:

Additional Comments:

Cc: Mgr. of DC/SC LP Services,
District Manager,
District LP Manager,
Regional LP Admin,

Store Direct Shipment Seal Log

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