

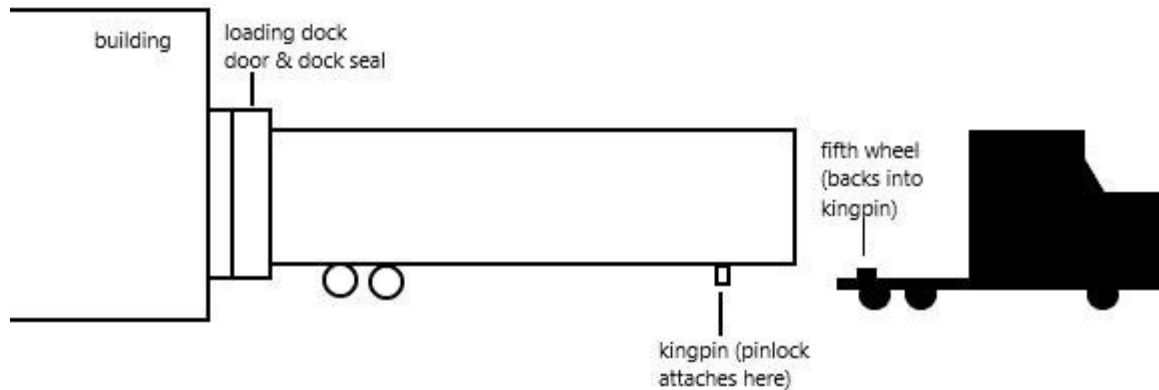


## Drop Trailer Delivery

<b>Overview</b>	<ul style="list-style-type: none"> <li>Drop Trailers are trailers dropped by a driver to the store. Drop trailers may be dropped overnight or during the day. Upon delivery, the driver attaches a pinlock to the trailer kingpin to prevent theft of the trailer. Drop trailers should arrive with a bolt seal, and a padlock should be placed on the roll-down trailer door when the trailer is unattended.</li> <li>Most dropped trailers will be equipped with a roll-up door. Swing door trailers will be shipped only to a small pre-approved store list.</li> </ul>
<b>Expectations</b>	<ul style="list-style-type: none"> <li>Trailer should be secured with a padlock when it is unattended with merchandise inside. Once merchandise has been removed from the trailer, the padlock must be removed prior to pick-up.</li> <li>Trailer must be empty before the next scheduled delivery.</li> <li>If an emergency arises, a request to change a delivery must come from the District Manager 24 hours prior to the scheduled time.</li> </ul>
<b>Equipment</b>	<p>Pinlock- attaches to the kingpin of the trailer preventing an unauthorized trailer cab from attaching to the trailer and hauling it away. When a store is taking drop shipments, the store should have one pinlock. A backup pinlock will not be supplied to every store. Pinlocks come with two keys. One key is place on the BRC's key ring and the other stored in the key box.</p>  <p>Loop Alarm- a burglar alarm system component that is wrapped around the trailer handle and plugged into the loop alarm holder inside the store, or itself (dependent on model). The alarm sounds when the loop alarm is broken.</p> 



<b>Driver Responsibilities</b>	<ul style="list-style-type: none"> <li>• The driver is responsible for attaching the pinlock to the kingpin immediately upon delivery to prevent stolen trailers. <ul style="list-style-type: none"> <li>○ Obtain the pinlock from the exterior pinlock box and secure over the kingpin.</li> <li>○ If no pinlock box, knock on the door to retrieve from Store team.</li> </ul> </li> <li>• During store hours, hand paperwork to store team. If an overnight delivery, tuck paperwork into rear door handle prior to bumping to door.</li> <li>• Roll-door trailers must be bumped snug to the dock seal.</li> <li>• Report missing pinlocks to their dispatchers before leaving the trailer unattended. <ul style="list-style-type: none"> <li>○ Dispatcher must immediately notify their Transportation partner.</li> </ul> </li> </ul>
<b>Store Responsibilities</b>	<ul style="list-style-type: none"> <li>• Store Management is responsible for validating that the pinlock has been attached by the driver on each dropped trailer. All exceptions must be communicated to the DM / DLPM.</li> <li>• The store should ensure the driver has bumped the trailer snug against the dock seal.</li> <li>• A member of management must always remain at the dock, while the trailer door is open.</li> <li>• Drivers are prohibited from entering the stockroom unescorted.</li> <li>• Trailers with remaining merchandise must be padlocked when unattended.</li> <li>• Once merchandise is off the trailer, remove the padlock from the trailer.</li> <li>• Remove all trash and debris from trailer.</li> <li>• <b>Prior to the next scheduled delivery, Store Management must confirm the trailer is completely empty, remove pinlock and place in pinlock storage box (if available), and remove the padlock.</b></li> <li>• If available, utilize a loop alarm on the trailer.</li> <li>• For overnight dropped trailers, store management must test/verify the pinlock can be closed from the open position without a key.</li> </ul>
<b>Trailer Arrives</b>	<ul style="list-style-type: none"> <li>• Paperwork is handed to the store or tucked into the rear door handle.</li> <li>• A member of management with a second associate verifies the seal against the truck paperwork and if it matches, removes the seal</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Seal discrepancies must be called into the servicing DC before cutting the seal.</b></li> </ul>
<b>Unloading &amp; Receiving Pallets (For all drop trailer deliveries)</b>	<ul style="list-style-type: none"> <li>• All Pallets must be written down and received in <b>OMS Retail Transfer Receiving</b> as soon as the delivery arrives</li> <li>• Ship to Store packages must be scanned individually, prior to acknowledgment of total pallet</li> <li>• <b>Inventory notes:</b> If receiving a drop trailer 10 days or less from inventory, the store team will want to partner with DM/DLPM with any concern with processing freight in its' entirety prior to physical inventory. A pallet should not be received in OMS Retail Transfer Receiving unless it is able to be fully processed prior to inventory <ul style="list-style-type: none"> <li>○ Any unacknowledged GIDs must be recorded and shared with the DM / DLPM</li> </ul> </li> </ul>
<b>Prep Drop Trailer for Return</b>	<ul style="list-style-type: none"> <li>• The trailer must be empty of merchandise before the next scheduled delivery</li> <li>• Remove the pinlock from the kingpin using the supplied key. Pinlock should be returned to the pinlock box or storage area in the backroom.</li> <li>• If store is utilizing a loop alarm, the store needs to ensure the loop alarm is disconnected prior to the trailer being picked up.</li> </ul>
<b>How to Use a Pinlock</b>	<ul style="list-style-type: none"> <li>• Pinlocks are attached by the delivery driver to the kingpin. Prior to the next scheduled delivery and when all merchandise has been removed from the trailer, the store team must unlock the pinlock and return to its storage location (exterior pinlock storage box or inside pedestrian entrance of backroom).</li> <li>• Pinlocks should be kept in an exterior pinlock box when one is installed. When no pinlock box is available, the pinlock should be kept in the backroom by the pedestrian entrance.</li> <li>• Pinlocks should be stored in the pinlock box or handed to driver in an OPEN position. This will allow the driver to place onto the kingpin and close the pinlock. If the pinlock is not in an open unlocked position, the driver cannot put it on the trailer.</li> </ul>

Open Position:



Closed Position:



- For overnight dropped trailers, store managers must test/verify the pinlock can be closed from the open position without a key. Below, see the difference between the vertical position (incorrect) and the horizontal position (correct).

Correct horizontal position:



Incorrect vertical position:



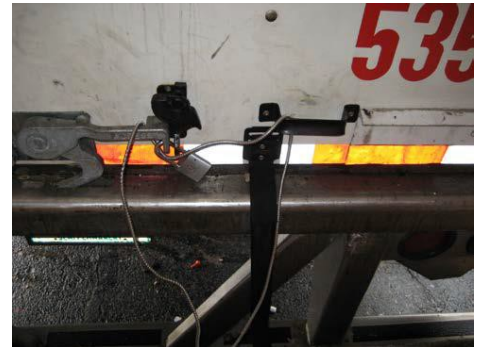
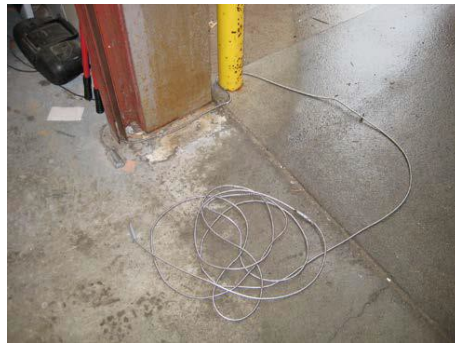
#### Replacement Pinlocks

Replacement pinlocks need to be requested through The DM or DLPM

## Loop Alarm Procedures

- Stores equipped with loop alarms should use them to secure a drop trailer that has merchandise inside. Before the next scheduled delivery, ensure the loop alarm has been removed from the trailer.

1. Take loose end of the drop trailer loop alarm cable and lace through the drop trailer door handle.
2. Continue lacing it through the closed shackle of the padlock and through the latch of the dropped trailer.



3. Pull cable tight
4. Place pin of dropped trailer loop alarm into holder. If a **yellow loop alarm**, connect the two black plug-ins together.



5. Close and lock overhead door and set the alarm.
6. To disconnect the loop alarm prior to a trailer being picked up, disconnect cable from the trailer and loop/store next to overhead door.

## Roll-up Door Drop Trailer Procedures

STEP	ACTION	PROCESS
1.	Prior to Receipt	<ol style="list-style-type: none"> <li>1. Verify trailer is empty of all merchandise/trash and ready to be switched out.</li> <li>2. If applicable, place empty pallets and ARRC returns on trailer</li> <li>3. Detach the loop alarm (if applicable)</li> <li>4. Remove pinlock from empty trailer and place it the pinlock storage location in an open position.</li> <li>5. Remove padlock from trailer door.</li> <li>6. Close and latch the trailer door and padlock the overhead door.</li> </ol>
2.	Verify Trailer Delivery (Seal & Pinlock)	<ol style="list-style-type: none"> <li>1. Verify the trailer is properly backed up and secure to the dock and dock seal. If trailer is not secure or not backed up properly, call your Transportation Manager to have the trailer repositioned.</li> <li>2. Verify the driver has attached the pinlock to the fifth wheel before entering the trailer and commencing the unloading process. If not attached, attach the pinlock and notify your DLPM.</li> <li>3. Check for seal tampering. If it has been tampered with, call DC's Loss Prevention Department.</li> <li>4. Match the unique number on the seal to the Bill of Lading. If the numbers do not match, check the BOL to see if there is an Authorized Seal Correction Stamp. If the seal number matches what is on the stamp, process the trailer as normal. If the seal numbers do not match and there is no Authorized Seal Correction Stamp on the BOL, contact the DLPM and a member of Loss Prevention at the appropriate DC immediately.</li> <li>5. Staple the seal slip to the Bill of Lading. Record on the Bill of Lading if a seal test was conducted.</li> <li>6. Once the seal is verified, using bolt cutters, remove the seal with a second associate.</li> </ol>
3.	Unload	<ol style="list-style-type: none"> <li>1. Verify that the shipping labels on all pallets are for your store before beginning the offload process.</li> </ol>
4.	After Unload	<ol style="list-style-type: none"> <li>1. If cartons remain on the trailer, close trailer roll up door and padlock the door closed. Attach loop alarm if applicable.</li> <li>2. Close the overhead door and padlock it.</li> </ol>

## Swing Door Drop Trailer Procedures (if applicable)

STEP	ACTION	PROCESS
1.	Prior to Receipt	<ol style="list-style-type: none"> <li>1. Verify trailer is empty of all merchandise/trash and ready to be switched out.</li> <li>2. Detach the loop alarm (if applicable) and remove pinlock from empty trailer and place it the pinlock storage location in an open position.</li> <li>3. If applicable, place empty pallets and ARRC returns on trailer</li> <li>4. Close and padlock the overhead door.</li> </ol>
2.	Verify Trailer Delivery (Seal & Pinlock)	<ol style="list-style-type: none"> <li>1. Prior to the trailer being backed up to the dock, check the seal for tampering. If it has been tampered with, call DLPM.</li> <li>2. Match the unique number on the seal to the Bill of Lading. If the numbers do not match, check the BOL to see if there is an Authorized Seal Correction Stamp. If the seal number matches what is on the stamp, process the trailer as normal. If the seal numbers do not match and there is no Authorized Seal Correction Stamp on the BOL, contact the DLPM and a member of Loss Prevention at the appropriate DC immediately.</li> </ol>

		<ol style="list-style-type: none"> <li>3. Staple the seal slip to the Bill of Lading. Record on the Bill of Lading if a seal test was conducted.</li> <li>4. Once the seal is verified, using bolt cutters, remove the seal.</li> <li>5. 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.</li> <li>6. Instruct and ensure the driver has disconnected his cab from the trailer and attached the pinlock to the fifth wheel before entering the trailer and commencing the unloading process.</li> </ol>
3.	Unload	<ol style="list-style-type: none"> <li>1. Verify that the shipping labels on all cartons are for your store before beginning the offload process.</li> </ol>
4.	After Unload	<ol style="list-style-type: none"> <li>1. Close the overhead door and padlock it.</li> <li>2. If the cartons appear to have been tampered with overnight or are missing, notify your DM / DLPM immediately.</li> </ol>