

Warehouse Procedures Manual

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Picking Procedures

Picking “Normal” Items

Our goal is to ensure that all ASDS and Special Requisition orders are picked packed and shipped within 24 hours of receipt.

- Remove the shipping papers from the top of the ASDS report (big stack of paper on table) and set it aside.
- Bring the remainder of the ASDS report to the ASDS Administrator.
- Collect items using the locations and amounts specified on the shipping papers.
- Be sure to match each item to the proper order.
- Fill the order as completely as possible with the available warehouse stock.
 - If more stock is ordered than what is available credit the customer.
 - Notify the ASDS administrator when crediting a customer’s account.
- Box the items according to carrier and company standards.
- Put the packing slip (shipping list customers copy) in the box with the order.
- Leave the packing slips out of any orders that can be shipped via van carrier.

Daily secure area picking

- Warehouse staff must request the presence of an employee with the keypad code to allow access to the Cage for daily inventory picking of ordered items which are stored in the Cage.
- The Warehouse staff picks forms as listed on daily orders (including specific quantities and the exact form/item numbers).
- Accompanying staff would verify forms/items picked against the picking list.
- The Warehouse staff logs the actions taken in the Cage, stating date, form/item number, location, quantity, and reasons/details for entering the Cage.
- Both the Warehouse staff and the accompanying employee must initial the log once all actions completed.

Shipping Procedures

Shipping “Normal” Items

- Ship using the most efficient and cost effective way unless otherwise stated.

Van Carrier:

- Place packing slip on the outside of the package with the address showing.
- Write the recipient’s name and address on any boxes that belong to the same order.
- Place boxes near bay doors for driver to pick up.
- Stamp Shipping Paper File Copy shipped for that date and place in the Out Of Warehouse Tray to be filed later.

Special Outside Carrier:

- Call carriers for best rate. (Know estimated weight, size and package amount for pickup.)
- Double check with Shipping Supervisor for ok to ship via way chosen.
- Fill out Bill of Lading with shipping name, and address.
- Have carrier sign Bill of Lading for conformation on pickup.
- Place unpaid bill in Unpaid Bill Folder.

DHL:

Note:

The Computer is usually left at the screen where you would input the address. If correct Skip down to the 2nd bullet bellow “To Ship” other wise follow below.

If at any time you would like to cancel the shipment and not proceed just click the (Top Right Corner Inner Window)

Starting from turning on computer

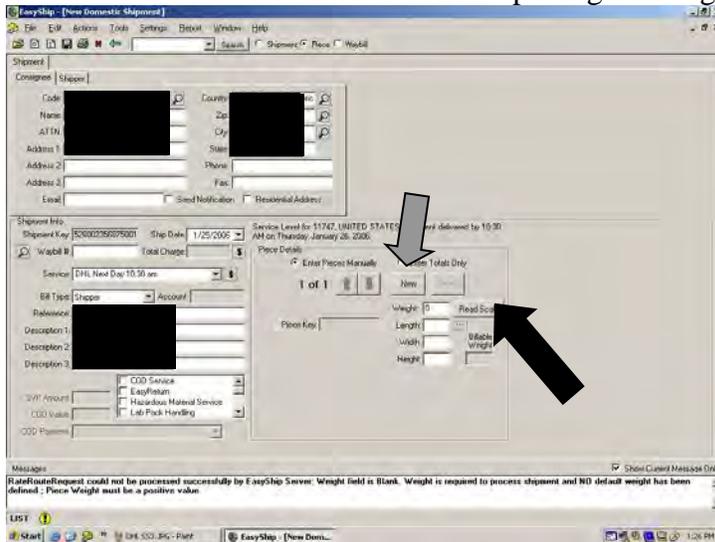
- Double Click Easyship 2.0 Icon on desktop.
- Username: easyship (caps sensitive)
- Password: admin (caps sensitive)

To Ship:

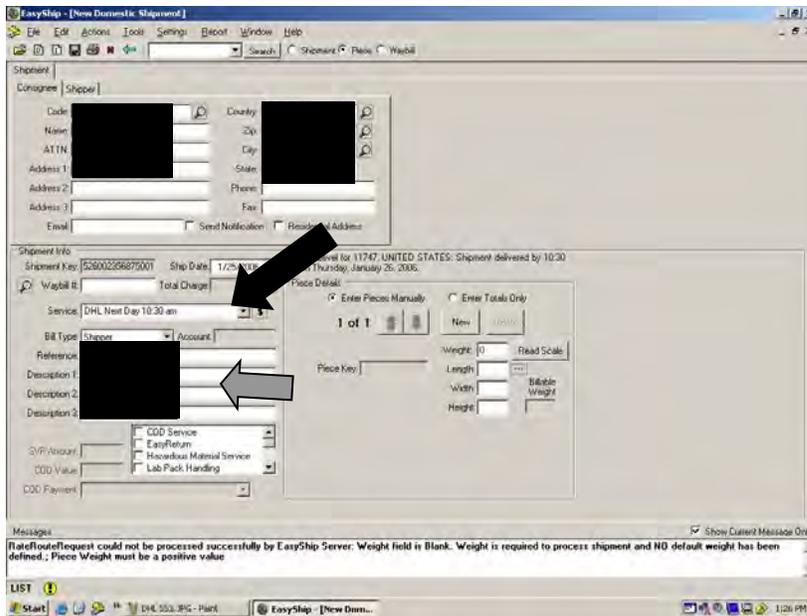
- Click on New Domestic Shipment
- Where it says code (Top Left Corner of the Inner Window) type in the Branch or Agent Code & press **Tab**. (**Larger Black Arrow**) (Do not use the enter button as this will only complicate things)
- Once you have the code entered skip down to the next Solid Black Bullet.
 - If you do not know the code click on the **magnifying** glass next to the code box. (**Smaller Grey Arrow**)

- If code is not in address book it will ask you if you would like to add it.
- Click **yes** & a separate window will pop up.
- To find accurate address review common Branch and Agent Address Lists next to shipping computer.

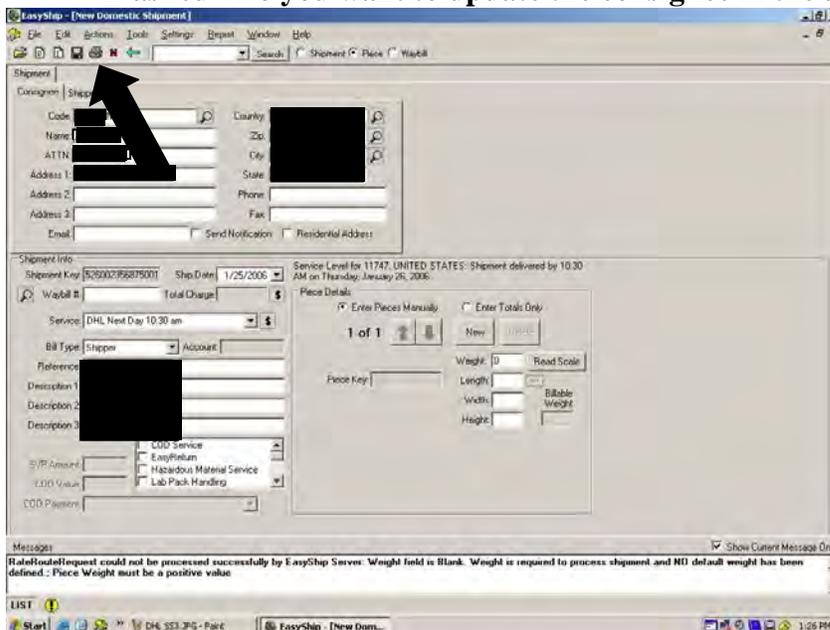
- Once finished click **ok** (down at the bottom of the window.)
- All the information will already be in the shipment detail areas
- Have the package on the scale & click **Read Scale** (Bottom Right Corner of the Inner Window) or F11. (**Larger Black Arrow**)
- If you have more than 1 package click on **New** (Bottom Right Corner of the Inner Window) (**Smaller Grey Arrow**) to add the additional packages.
 - Have the new package on the scale & once again click read scale or F11.
 - Continue till last package is weighed.



- **Always Ship DHL Ground unless otherwise specified.**
- To Chose Service Level (I.e. **DHL Ground**, **DHL 2nd Day**, or **DHL Next Day 10:30a.m**) go to the **Service** bar (Bottom Left Corner of the Inner Window.) (**Larger Black Arrow**) and find the service needed.
 - You must fill out Disc. 1 & Disc. 2 when you ship not using ground. (**Smaller Grey Arrow**)
 - Disc. 1 is the Branch or Agent code
 - Disc. 2 would be your initials



- Once done with the shipment, click the **Printer** (Top Left Corner of the Outer Window) or use F5 to Process & Print the shipment. (**Large Black Arrow**)
- If asked “Do you want to update the consignee in the address book” click **no**.

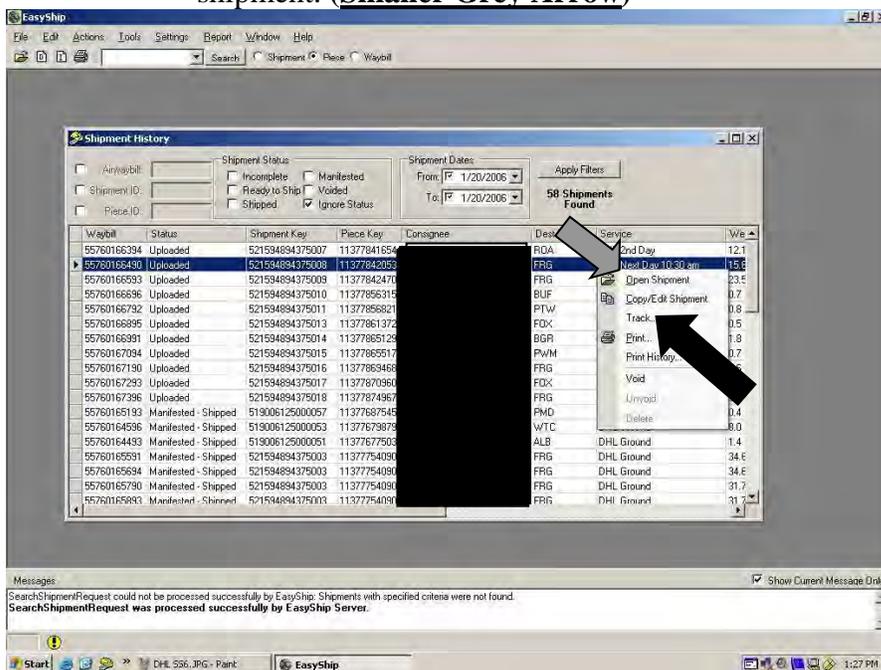


- Each package will have its own shipping & reference labels printed.
 - The shipment label(s) (Large Label) will be placed on the box.
 - The reference label(s) (Small Label) will be placed on the shipping paper or shipping book when no shipping paper provided.
 - Make sure you place the labels on the correct boxes & every reference label on the shipping papers or shipping book.
 - Place the shipping papers in the Out Of Warehouse Tray to be filed later.
 - Place all packages on a skid or cart

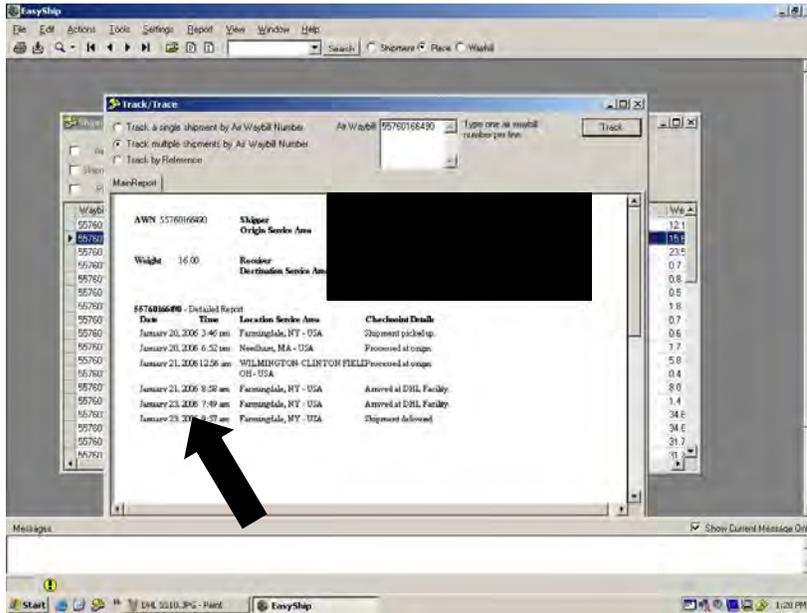
Tracking Procedures

Tracking “Normal” Shipments with DHL

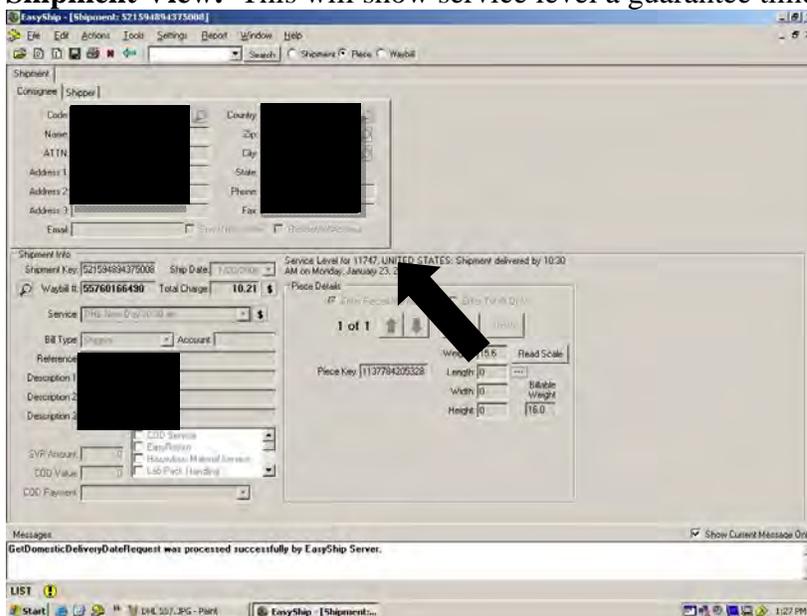
- If you have the Waybill # (Tracking #) you may use the Shipment Tracking Key
 - Type in Waybill # & click track.
- If you do not have the Waybill # & it was shipped using the DHL computer click on History of Shipments.
 - Put in the dates the shipment(s) went out. (Do not use any other search options as they do not work the way you would expect them to.)
 - Click **Apply Filters** & that will bring up the shipments for the date(s) chosen.
 - You may track the shipment by right clicking & left click on **track**.
(Larger Black Arrow)
 - This may take a little time.
 - It will log online & track the shipment & bring up all the details once done.
 - To print click on **file** (Top Left Corner Outer Window) then on **print**. Choose HP Printer (Non Thermal Printer).
 - You may view the shipment by right clicking & left clicking **open** shipment. **(Smaller Grey Arrow)**



Tracking View: Shows time & date of delivery (**Larger Black Arrow**)



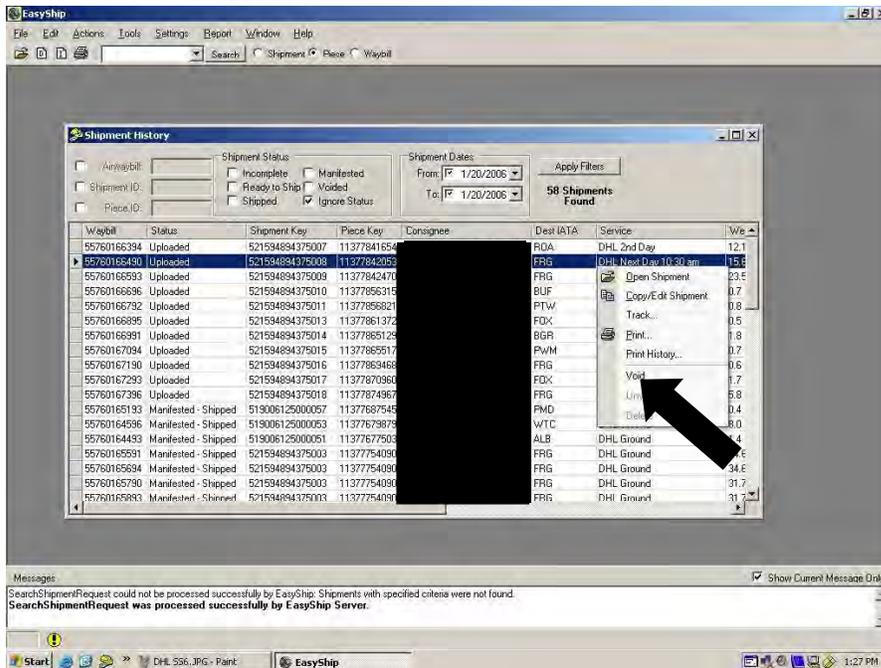
Shipment View: This will show service level a guarantee times. (**Large Black Arrow**)



Voiding Procedures

Voiding “Normal” Shipments with DHL

- Click on History of Shipments.
 - Put in the dates the shipment(s) went out. (Do not use any other search options as they do not work the way you would expect them to.)
 - Click **Apply Filters** & that will bring up the shipments for the date(s) chosen.
 - Find the shipment you are trying to void.
 - Right click & left click on **Void**. (**Larger Black Arrow**)
 - When it asks “Are you sure you want to void this shipment” click **yes**.
 - Once done properly under the status column the shipment will show as voided.

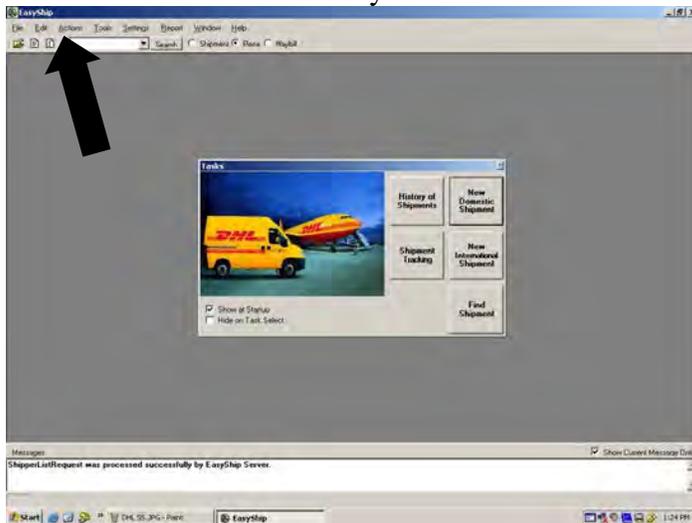


End of Day Procedures

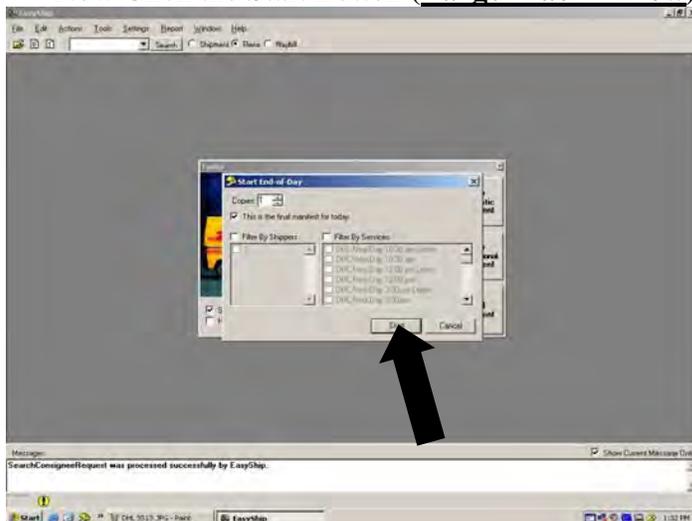
End of Day “Normal” with DHL

End of Day: (Must be done when shipments are picked up.)

- Click on Actions (**Large Black Arrow**)
- Click on Start End of Day



- Now Click the Start Button (**Large Black Arrow**)



- The manifest will print on the desktop printer
- Staple pages together
- Place them in the top drawer of the filing cabinet next to the shipping computer with the rest of the prior shipping manifest.
- Replace folder monthly

Secure Area Procedures

Access to Warehouse secure area (Negotiable Forms)

- No employee may enter the Warehouse secure area (“Cage”) without being accompanied by at least one other employee.
- The Cage is secured by two locks and a keyless lock with a keypad.
- Staff with access to the keys (Primarily Warehouse Staff) does not have access to the keypad code; while staff with access to the code (Primarily Purchasing Department & Back up Warehouse Staff) do not to have access to the keys. The only exception is the Building Manager/Warehouse Supervisor, who has access to both keys & and the keypad code for use in the event of an emergency. Even the Building Manager/Warehouse Supervisor is not allowed to enter the Cage without being accompanied by another employee, under any circumstances.
- Each time staff enters the Cage, they must make an entry into a log providing details of every action taken in the Cage, and both the warehouse staff and the accompanying employee must initial the log.

Daily secure area picking

- Warehouse staff must request the presence of an employee with the keypad code to allow access to the Cage for daily inventory picking of ordered items which are stored in the Cage.
- The Warehouse staff picks forms as listed on daily orders (including specific quantities and the exact form/item numbers).
- Accompanying staff would verify forms/items picked against the picking list.
- The Warehouse staff logs the actions taken in the Cage, stating date, form/item number, location, quantity, and reasons/details for entering the Cage.
- Both the Warehouse staff and the accompanying employee must initial the log once all actions completed.

Stock loading

- Warehouse staff must request the presence of an employee with the keypad code to allow access to the Cage to load stock into any location within the Cage.
- The Warehouse staff loads forms/items into the appropriate location, noting details such as specific quantities and the exact form/item numbers. (Check Number when Needed)
- Accompanying staff verifies the actions taken.
- The Warehouse staff logs the actions taken in the Cage, stating date, form/item number, location, quantity, and reasons/details for entering the Cage.
- Both the Warehouse staff and the accompanying employee must initial the log once all actions completed.
- Cover any labels on outside of boxes when shipping.
- Ship like you would any other order.

Numbered Checks

Picking:

- ASDS Administrator will give you check numbers to pull when checks are ordered.
- Follow cage procedures except pick specified numbers that ASDS Administrator has given you.
- Allow ASDS Administrator to check what was pulled.

Shipping:

- Cover any labels on outside of boxes when shipping.
- Ship like you would any other order except put label on paper with check numbers on it.
- Staple shipping papers to back of check number paper.
- Give papers to ASDS Administrator instead of filling.

Check Procedures

The Supply Division must ensure that all check, draft or general dispersement forms are under corporate and divisional control at all times. This control starts from the moment the check, draft or general dispersement forms arrive in the Supply Division from the printing vendor, through their secured storage in the Supply Division Security area (the “cage”), and through their shipment to the ASDS customer. The Supply Division’s control over the check, draft or general dispersement forms ends only when the ASDS shipment arrives at the ASDS customer’s workplace.

Supply Division “Incoming” Procedure

When the Purchasing Agent orders the printing of new check, draft or general dispersement form stock, a “Reorder Notice” (██████████), is generated as part of the Purchasing Procedures. One copy of this Reorder Notice is sent to the Supply Division receiving clerk.

The receiving clerk inspects all incoming Reorder Notices. When he sees a check, draft or general dispersement form number in the “Form Number” block of the Reorder Notice, he verifies that the purchasing agent has completed the Purchase Order Number, the Vendor Name and the special Instructions on the Reorder Notice. The actual check number sequence that is to be imprinted on the raw check, draft or general dispersement form stock must be written in the Special Instructions block. The receiving clerk also verifies that a copy of the Purchase Order is attached to the Reorder Notice.

After verifying the Reorder Notice, the receiving clerk files the Reorder Notices in form number order in the Holding Section of his filing cabinet.

When the check, draft or general dispersement forms arrive from the printing vendor, the receiving clerk pulls the Reorder Notice from the Holding Station of his file cabinet to

compare the data on the Reorder Notice to the data on the incoming vendor packing slip (invoice). The receiving clerk compares the Purchase Order Number, the vendor name, and the actual check, draft or general disbursement form numbers imprinted on the incoming check, draft or general disbursement forms. If they do not agree he notifies the Purchasing Agent.

If there is a printer over-run and more checks or drafts have been delivered than ordered, or if the duplicate check or draft numbers are discovered, the surplus checks or drafts must be destroyed. This destruction process, which prevents the issuance of duplicate checks or draft numbers, begins when the Purchasing Agent completes a Destruction Notice and sends it to the Receiving Clerk. The Purchasing agent also documents this destruction information on the face of the Purchase Order for future reference. When the Receiving Clerk receives the Destruction Notice, he gets the designated checks or drafts and takes them to the Print Shop group leader for Destruction on the paper cutter. [Is there a “trigger” for when we get a shredder vs. using the cutter? Is there a volume below which we would use [REDACTED] shredder?]

If any check or draft numbers are missing, the Receiving Clerk locates the “Vendor Missing Number List” that is attached to each carton of checks or drafts. The Vendor Missing Number Lists, which are prepared by the printer, note any check numbers that were damaged or destroyed in the printing process. The Receiving Clerk attaches the Vendor Missing Number Lists to the Reorder Notice.

If the packing slip totally agrees with the Reorder Notice, the receiving clerk continues to process the incoming items. If there is a discrepancy, the Receiving Clerk immediately notifies his group leader.

Receiving

UPS, Fed Ex, DHL and Similar:

- Count amount delivered and sign if correct.
- Write City, State, Amount, Tracking #, and receiver's name.
- Write PO# (Purchase Order) instead of tracking # if one exists.
- Stamp shipping papers (if exists) with Received Date stamp.
- Deliver to people as soon as possible and have them sign.

Inventory Items:

- Count how much is delivered and check with shipping papers.
- Refuse any damaged materials.
- Sign for what is received.
- Stamp shipping papers with Received Date stamp.
- Receive in E-Pro what was delivered. Follow instruction on Receiving and Ordering in E-Pro chapter.
- Check with Purchasing if amount is 10% more or less than what comes up in E-pro.
- Place packages aside with shipping papers attached.

Re-Order Notices

- Find all Reorder Notices and take them out of the Reorder Notice file.
- Find PO# (Purchase Order) or form name on shipping papers and match it to a Reorder Notice.
- Write date received, quantity received, quantity loaded, receivers initials, and circle complete or partial dependent on what was ordered to what was received.
- Place aside along with shipping papers with packages.

Drop Shipments

- Count how much is delivered and check with shipping papers.
- Refuse any damaged materials.
- Sign for what is received.
- Stamp shipping papers with Received Date stamp.
- Receive in E-Pro what was delivered.
- Check with Purchasing if amount is 10% more or less than what come up in E-pro.
- Write form name on the front and back of the skids.
- Put in designated Drop Shipment area according to form name.
- Copy Shipping papers and file in filing binder.
- Write down in Drop Shipment log received, ordered, and total of drop shipments.
- Place original copy in unpaid bills slot in office.

Inventory Maintenance

Kill/Re Enter:

- Use Kill/Re Enter sheet for any inventory corrections.
- Write in the form name on sheet.
- Write the location and amount Inventory Master says is in the location.
- Write correct location and amount that is physically there.
- Copy all papers and file them in filing binder.

Inventory Check:

- Check all inventory corrections made the previous day.
- Use the Inventory Master and copies of the Kill/ Reenter sheet to match up locations and amounts.
- Let ASDS Administrator know if you see any mistakes.
- Refill back out using current days Inventory Master a Kill /Reenter sheet if needed for more corrective actions.
- Recheck following day.

Destructions

- Have ASDS Administrator fill out a Destruction Notice for anything that need to be destroyed.
- Find locations stated on Notice and pull all stock out of the location.
- Place all stock where recycling can pick it up.
- Place all stock not able to be recycled in dumpster.
- Stamp Notice with dated shipped stamp.
- Initial under stamp.
- Copy and place copy in filing binder.
- Give original copy to ASDS Administrators.

Emergency Releases

- The ASDS Clerk will bring Warehouse Employee an Emergency Releases form stating Form Number, Quantity, Location & shipping information.
 - Process the release just like you would the shipping papers and picking list.
 - Pick location given and amount told and ship using Branch or Agent code.
 - Place shipping label(s) on package and tracking label(s) on Release form.
- Ship as Release states. (I.e. Overnight, 2nd day, or Ground)

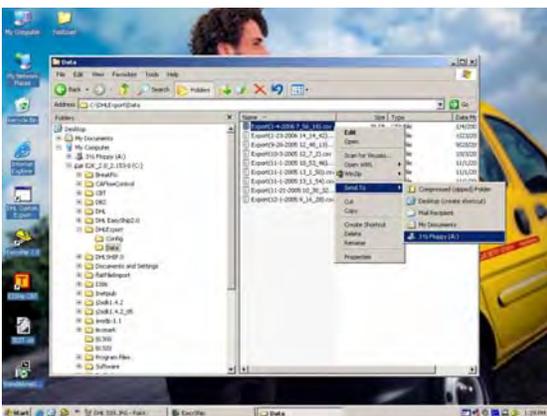
Charge Backs

Exporting:

- To export data from the DHL computer you must first click twice on the “DHL Custom Export” icon on the desk top. (**Smaller Grey Arrow**)
 - You will then choose your dates & it will save it to the computer where you will retrieve it later.
 - When saved it saves then using the date & time as the file name.
- To retrieve the data you must open the “My Computer” icon by clicking it twice. (**Larger Black Arrow**)

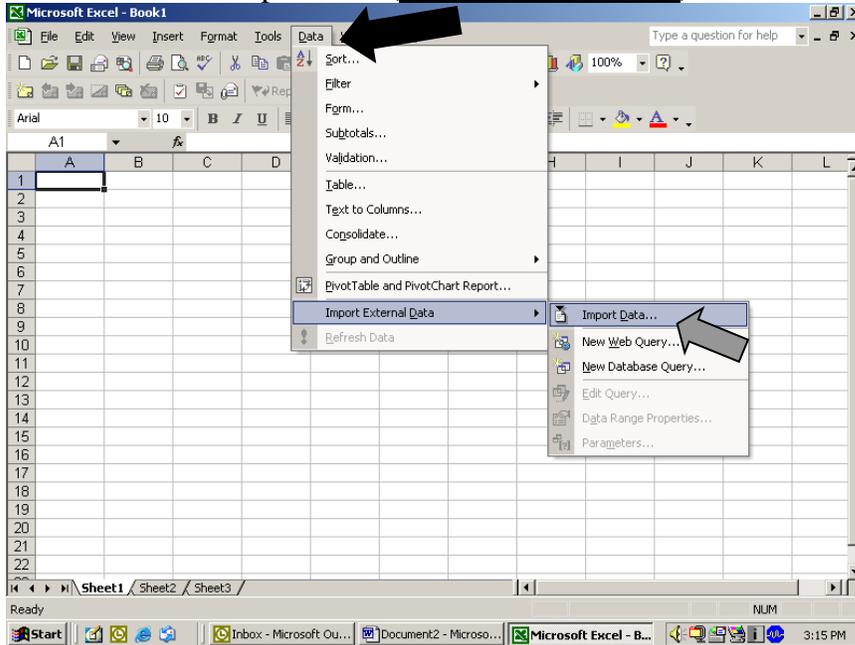


- From here you will click on the + sign next to the icon called “My computer”
- Next you will click on the + sign next to the icon called “E2K_2.0_2.153-5 (C:)” also know has your C: drive
- Then you will open the folder called “DHL Export” by clicking on the + sign next to the icon.
- Double click on the folder labeled “Data” & to in this folder you will find the data that has been saved.
 - When saved it saves then using the date & time as the file name.
- Right click on the file you have saved scroll your cursor over the “Send To” label & click on “3 ½ Floppy (A:)”.
- Make sure to have a disk in the Disk Drive A:.
- You can now move the data on the disk to any computer that has access to excel.

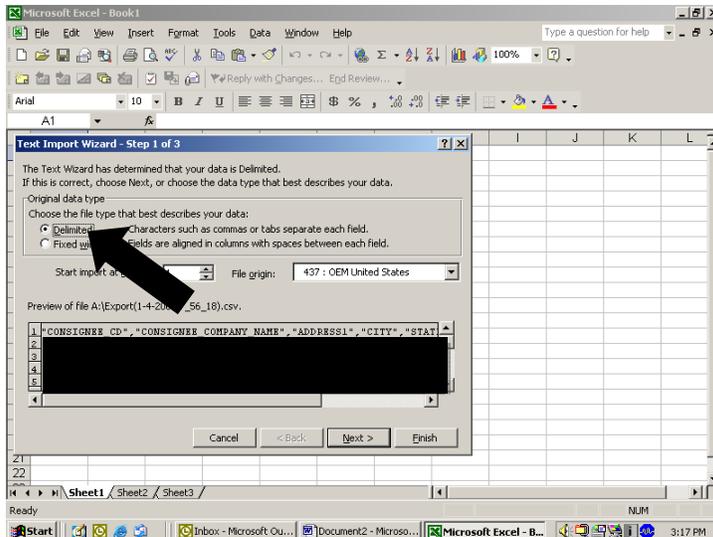


Your Computer

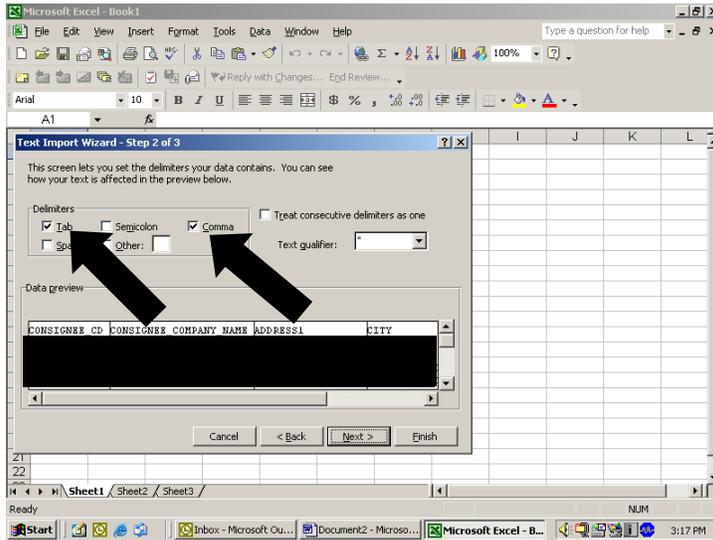
- Open Excel
 - Click Data (**Larger Black Arrow**)
 - Import External Data
 - Click Import Data (**Smaller Grey Arrow**)



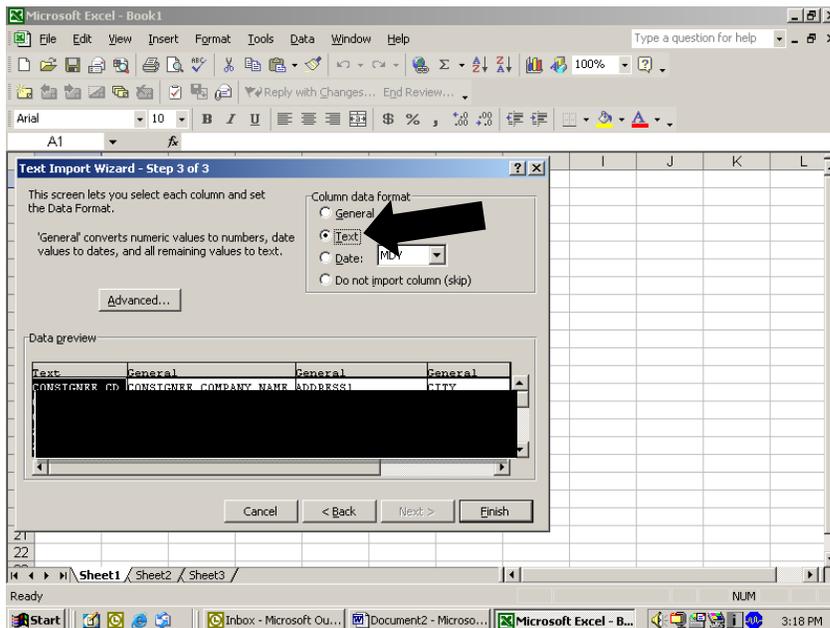
- Find document in Floppy Disk Drive (A)
 - Click Open
- Make sure Delimited is checked (**Larger Black Arrow**)
 - Click Next



- Make sure Tab & Comma is checked (**Larger Black Arrows**)
 - Click Next

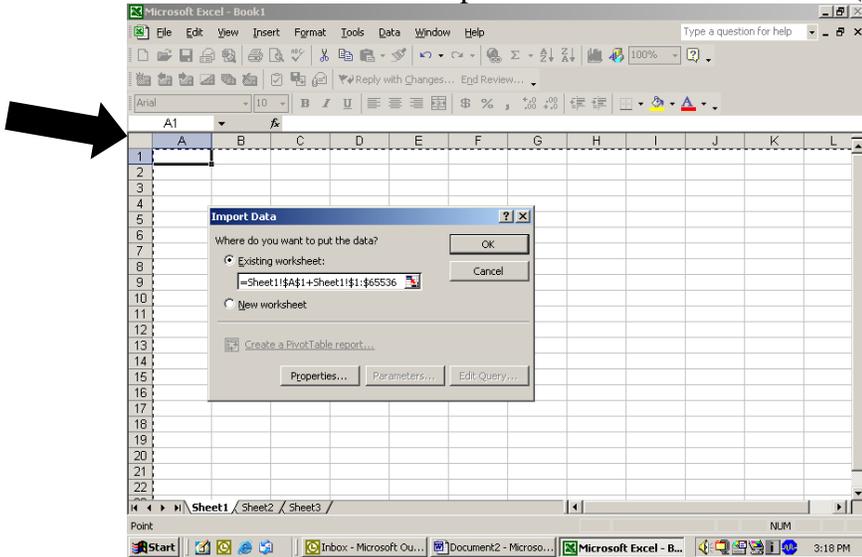


- Now highlight column that says “Consignee_Cd” & change “Column Data Format” from General to Text so it will keep the 0’s. (**Larger Black Arrow**)
 - Follow these instructions for the column that says “Zip_CD”.



- Click Finish

- Paste To whole worksheet
 - I.e. click the top left corner of the worksheet. (**Large Black Arrow**)



- Click OK
- Now you can save it & edit to charge back specific companies.
- **Always keep a copy of the Original saving as so; Original & Month.**
- **Follow instructions below for monthly charge backs.**

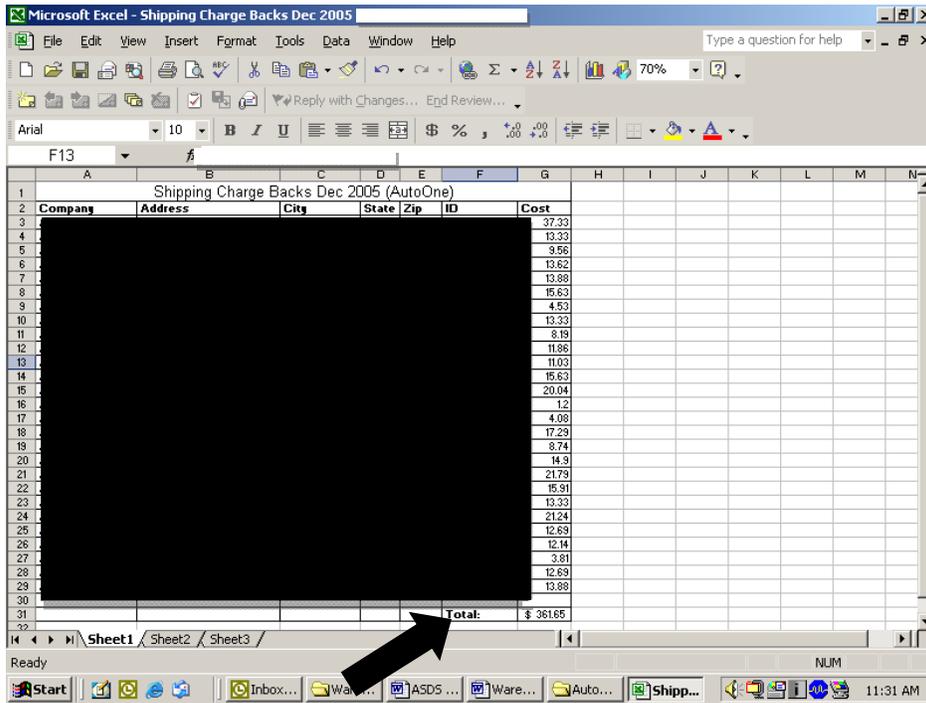
LRAM:

- Save as [REDACTED]
- Highlight the entire sheet and sort by state then city.
 - You sort by clicking on the “Data” tab at the top of the page then click “Sort”
- Delete all New England states.
- Delete any [REDACTED] offices.
- If unsure of being LRAM office follow these steps.
 - Open Department Code Mapping document.
 - Use the Branch ID list to find the Branch Code.
 - Next to Branch ID Code will be the Cost Center.
 - Press CTRL F for find.
 - Put in Cost Center.
 - Next to Cost Center will say [REDACTED] if it is a [REDACTED] office.
 - If not showing LRAM then it is not a [REDACTED] office.
- Add all the charges & bold them with the word “**Total**” to the left as to identify it.
- Send E-mail to ASDS Administrator or Warehouse Supervisor of exported shipments as attachment.

Other Charge Backs. ([REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], & others):

- Save as the month & the charged.
- Highlight the entire sheet and sort by state then city.

- You sort by clicking on the “Data” tab at the top of the page then click “Sort”
- Find all packages going to charged.
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
 - Delete all others addresses not being charge.
- Add all the charges & bold them with the word “**Total**” to the left as to identify it. (**Large Black Arrow**)



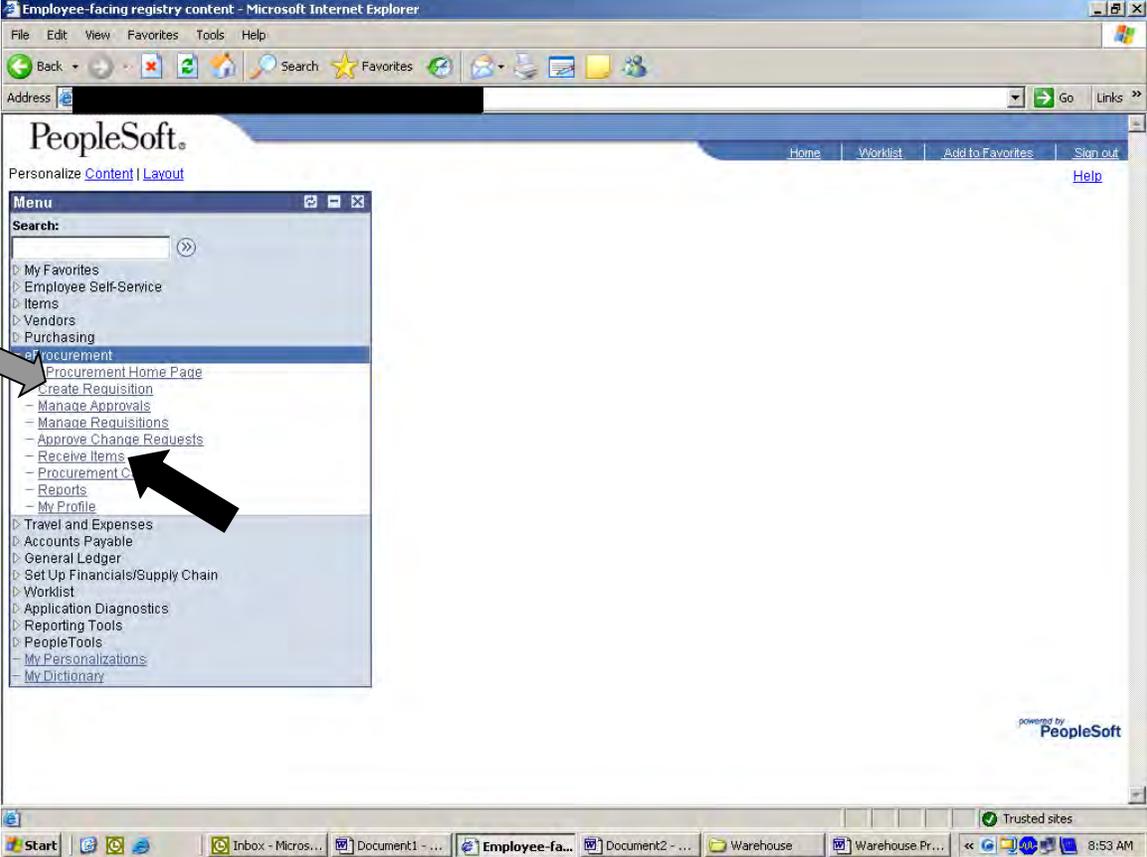
- Send E-mail to Warehouse Supervisor of exported shipments as attachment.

Receiving and Ordering in E-Pro

You must go to People Soft on the web and log on.

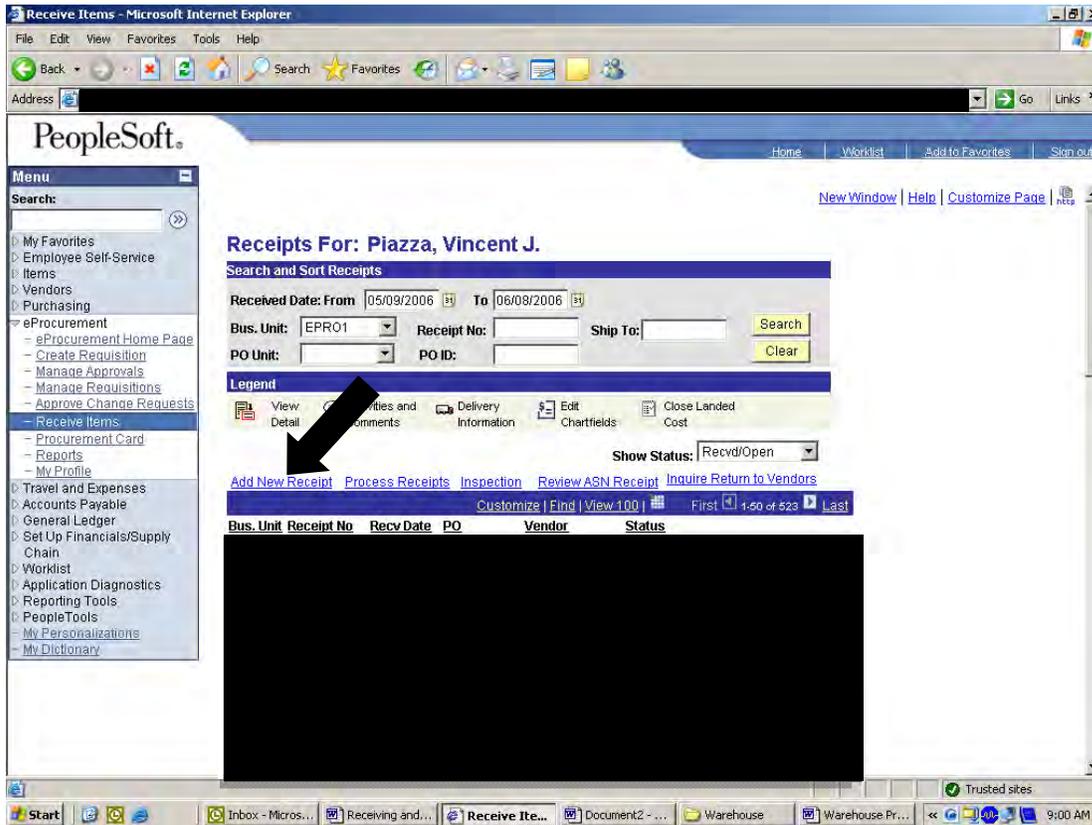


From there you must click on “eProcurement” to drop down your choices. You may now choose “Create Requisition” (**Smaller Grey Arrow**) to place an order or “Receive Items” (**Larger Black Arrow**) to receive incoming shipments.



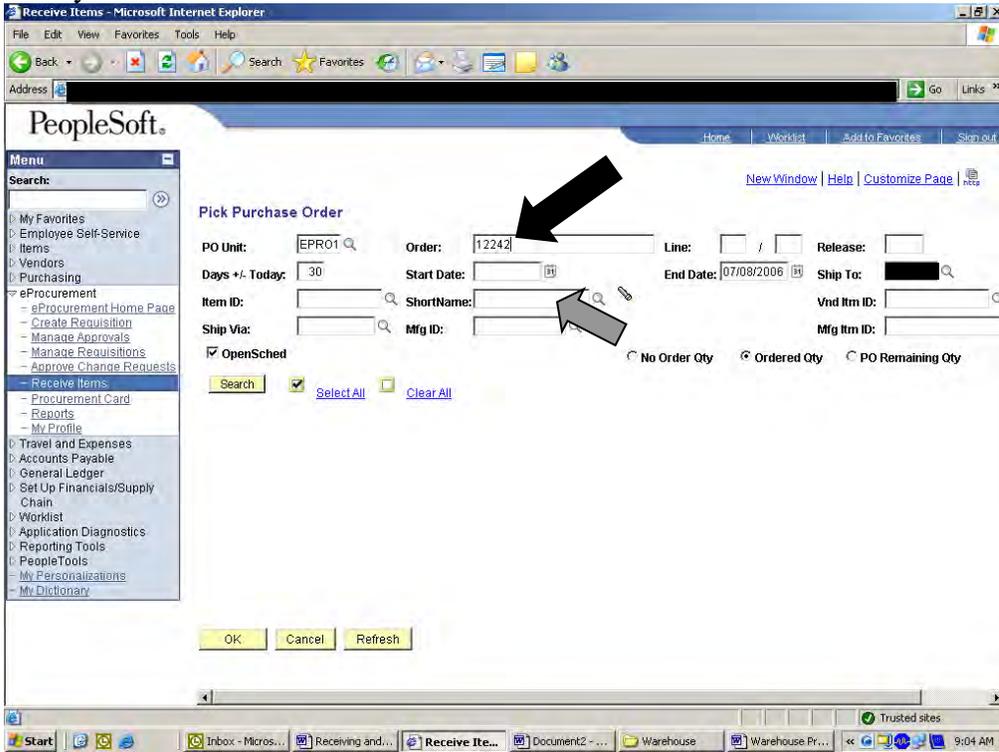
Receiving

After clicking on “Receive Items” you will need to click on “Add New Receipt” (**Larger Black Arrow**). At the next screen you are going to want to click **Add**

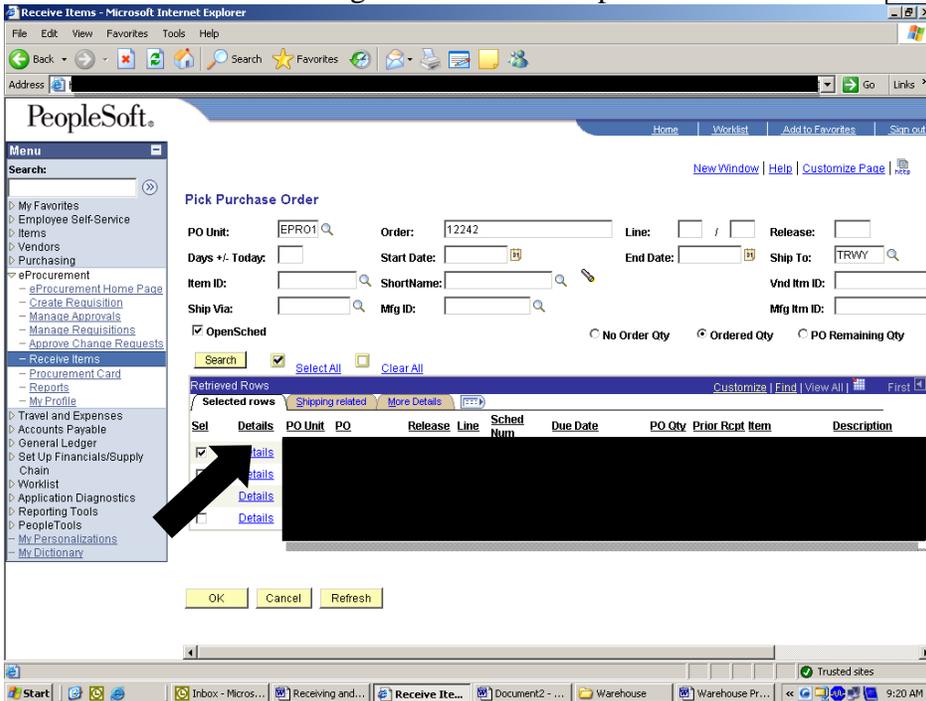


You will now be at the screen you can enter the PO# at.

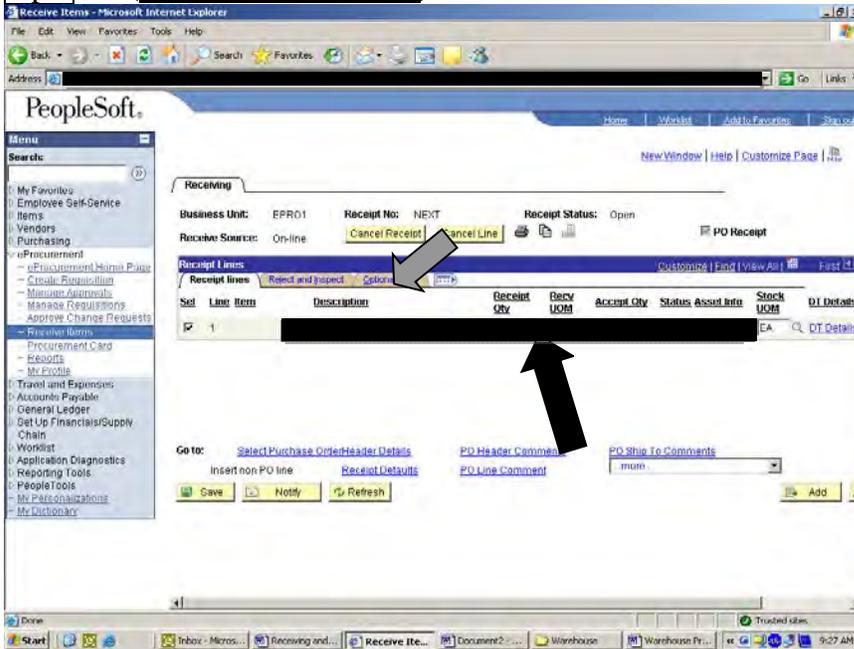
Here you will need to remove the **Start Date:** (**Smaller Grey Arrow**) and put in the PO# that goes with the incoming shipment in where it says **Order:** (**Larger Black Arrow**). Now you must click search. **Note: Do Not Press Enter.**



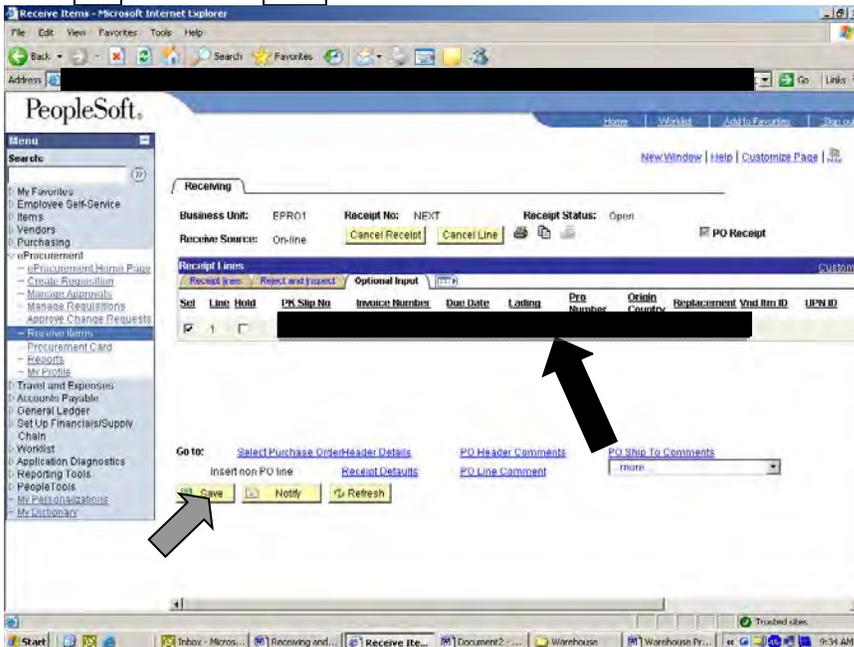
At the next screen you will want to click on the box (**Larger Black Arrow**) that has the earliest date and has nothing in the Prior Receipt column. Then click **OK**.



At the next screen you will need to verify the quantity that came. If it is more then 10% notify Purchasing of the discrepancy otherwise change the number (**Larger Black Arrow**). You must also put in the Bill of Lading number by clicking on the **Optional Input** tab (**Smaller Grey Arrow**)



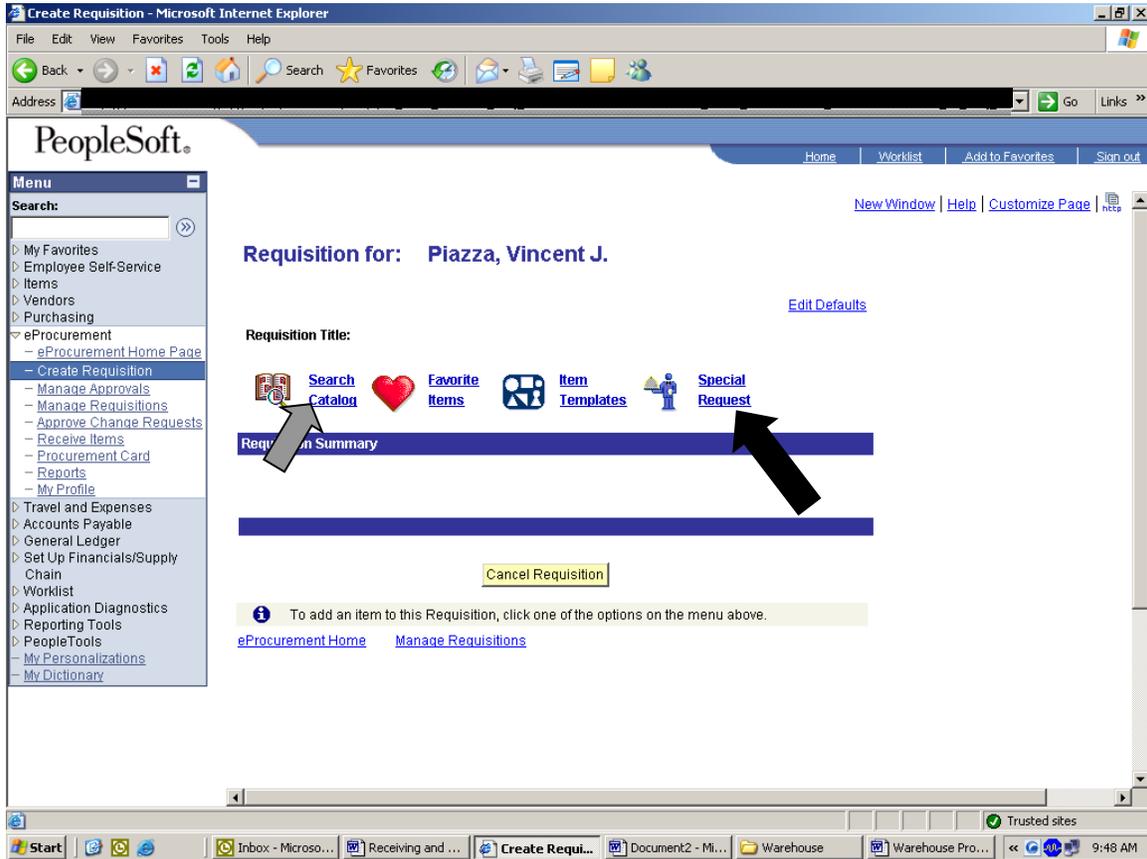
At this screen you will put in the Bill of Lading where it says “Lading” (**Larger Black Arrow**). Once done with that you may now click **Save** (**Smaller Grey Arrow**) and receive the shipment. If it comes up with a “Warning” and you feel it’s ok to override click **OK** then click **Save** to override.



Once done receiving if it is a drop shipment you must file the Packing List and if it has a Re-Order notice staple the Packing List to the back of the Re-Order Notice.

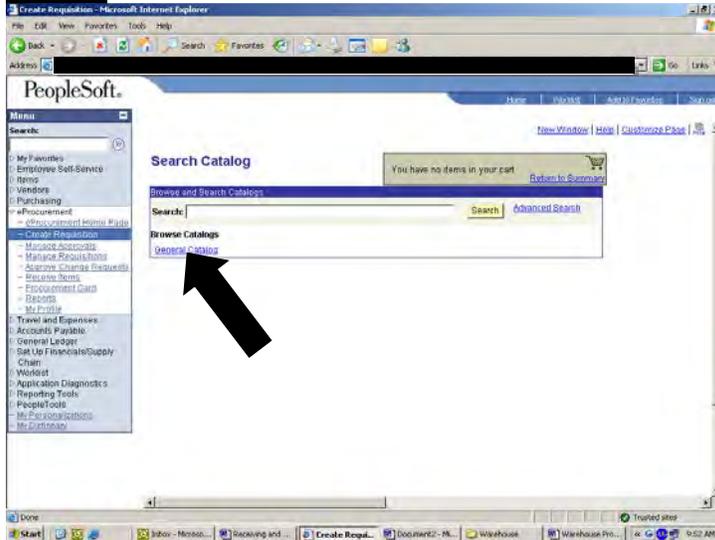
Ordering

After clicking on “Create Requisition” you will want to click **OK** to bring to your Requisition Page. From here you have two choices, order something through Staples by clicking on “Search Catalog” (**Smaller Grey Arrow**) or create a Special Req. by click on “Special Request” (**Larger Black Arrow**) for supplies through any other vendor.

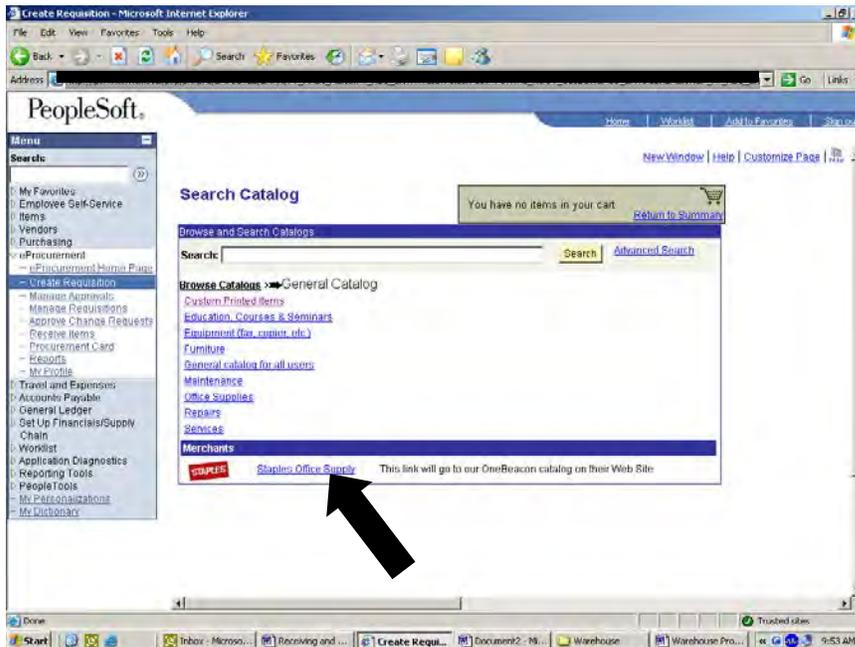


Staples

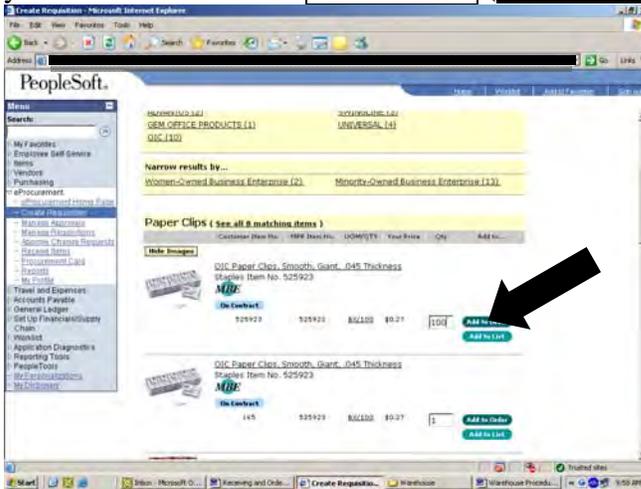
After clicking “Search Catalog” you will want to click “General Catalog” (**Larger Black Arrow**)



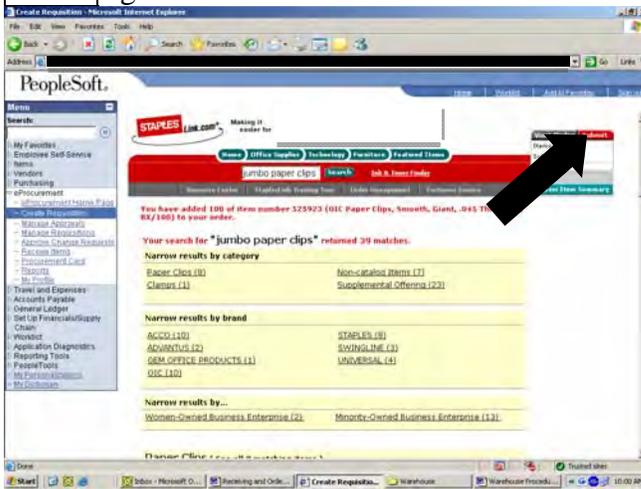
Now you want to click on “Staples Office Supply” (**Larger Black Arrow**)



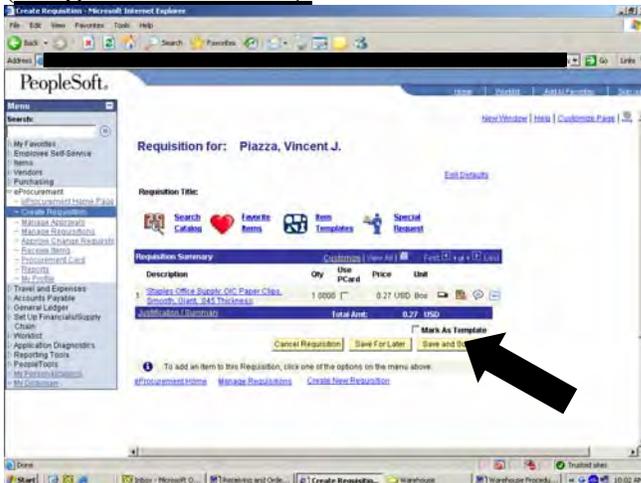
You can search for what you like to order through staples. When found enter how much you will like then click **Add to Order** (Larger Black Arrow)



Once all set you will want to click on **Submit** (Larger Black Arrow). Verify a click **Submit** again.

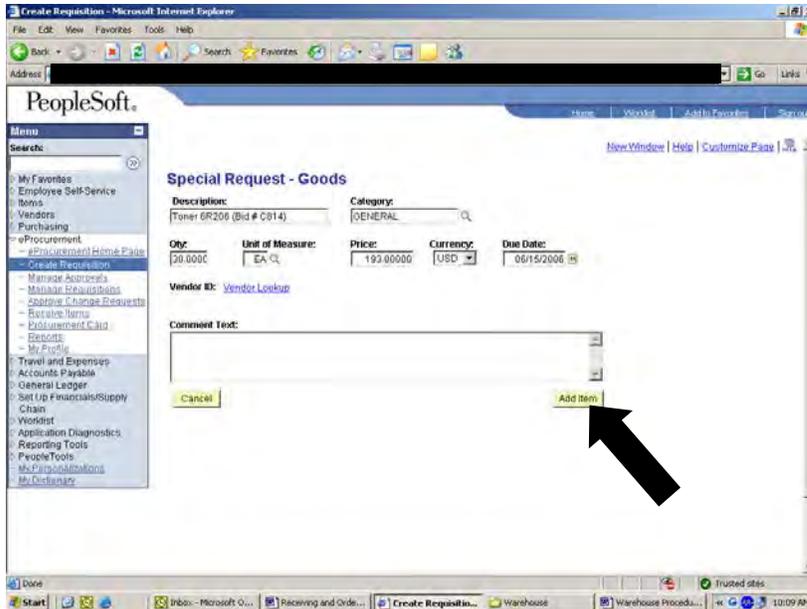


At your next screen verify all the information is correct and click **Save and Submit** (Larger Black Arrow) which will send the order to be approved.

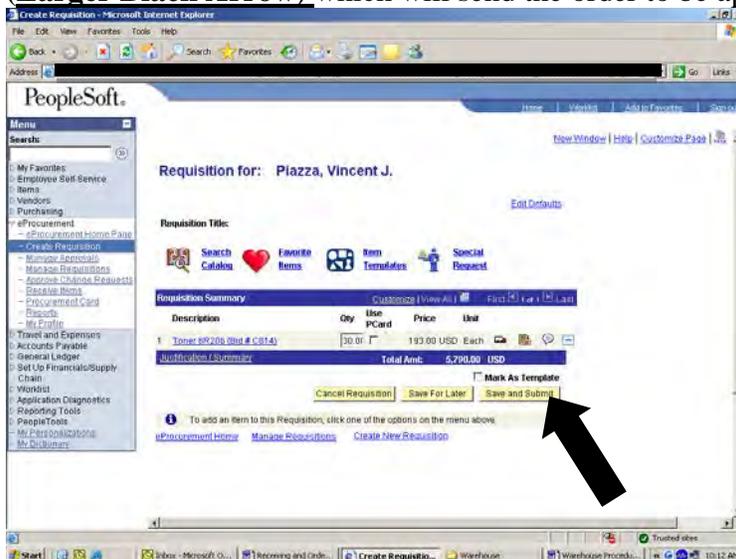


Special Request

After clicking “Special Request” you will want to click either **Good** and then **Next**. At this screen you will want to enter in what you would like. Where it says **Category** you want to type General and at **Unit of Measure** you can click on the magnifying glass to search for the best description of the unit of measure. Once all your information is in click **Add Item** (**Larger Black Arrow**).



At your next screen verify all the information is correct and click **Save and Submit** (**Larger Black Arrow**) which will send the order to be approved.



You are now all set.

Power Equipment

- Charge Drexel every weekend.
- Equalize charge the Drexel once a month.
- Charge all Power Jacks once a month.
- Do not charge more than one Power Jack at a time.
- Equalize charge the Power Jacks once a month.
- Charge ride a rounds (go carts) every other week.
- Check water in all equipment once a month.
- Add water when needed.
- Check tires once a month.
- Add air if needed.
- Crown to do preventative service every 4 months.
- Call Crown for any unscheduled services for power equipment.

Contact #'s

• BFI	(Dumpster)	(800) 825-3260
• Buzzy	(Recycling)	(781) 727-3417
• Unisource	(Shrink Wrap Machine)	(860) 298-3262
• Crown	(Power Equipment)	(781) 933-3366
• UPS	(Late Pick Up)	(800) 498-8026
• UPS Rep	(██████████)	██████████
• DHL Help	(Customer Service)	(800) 225-5345
• DHL Help	(Easy Ship Help)	(800) 527-7298
• DHL	(Late Pick Up/Truck)	(781) 831-1890
• DHL Rep	(██████████)	██████████
• New Penn	(PA, NY, & IN)	(800) 933-2599
• Olympic	(MA)	(781) 821-8998
• Watkins	(CA & IA)	(508) 559-8040
• Access	(Small Packages)	(617) 423-2727
• Nemf		(800) 441-5111
• Yellow		(800) 610-6500
• Enterprise	(IT Support Center)	██████████
• Forms	(Services)	██████████
• HR	(Service Center)	██████████
• Police	(Non Emergency)	(508) 261-7300
• Fire	(Non Emergency)	(508) 261-7493
• Ambulance	(Non Emergency)	(508) 588-0000
• Building	(Maintenance)	██████████