Distribution Center Operations Guide

Introduction

What are the Distribution Center Operating Guidelines?
➤ These Guidelines outline the standard operating procedures (SOP) for the distribution centers of Specialized Transportation's less-than-truckload network.

➤ These SOPs provide the freight handling, paperwork flow, and best practices to support STI's mission to provide the highest level of on-time service, damage free transportation, and safe work environment. Standard operating work instructions are beneficial, regardless of the complexity or simplicity of the process.

➤ SOPs are the mainstay of any distribution center operation.
   • SOPs are beneficial for standardization of work across distribution centers.
   • SOPs aid setting work expectations for personnel.
   • Standardized work instructions function as a training tool for new hires and serve as a way to re-educate tenured workers.

This Guide identifies the key activities and guidelines for completing those activities with an emphasis towards achieving on-time service and damage-free transportation. This Guide is not intended to be a comprehensive, step-by-step instruction on each and every activity performed by a distribution center.

It is beneficial to periodically review SOPs to ensure they are accurate and up-to-date, reflecting any process changes. This Guide will be reviewed per field practices semi-annually and updated as necessary. This Guide is a living-document, to be kept current as:
   • Additional procedures are documented
   • Additional best practices are recognized and documented
   • Work processes evolve to meet the demands of our Customers.

The Guide is organized in a sequential fashion which resembles the life-cycle of a shipment. Supporting routines and ancillary processes are listed separately.
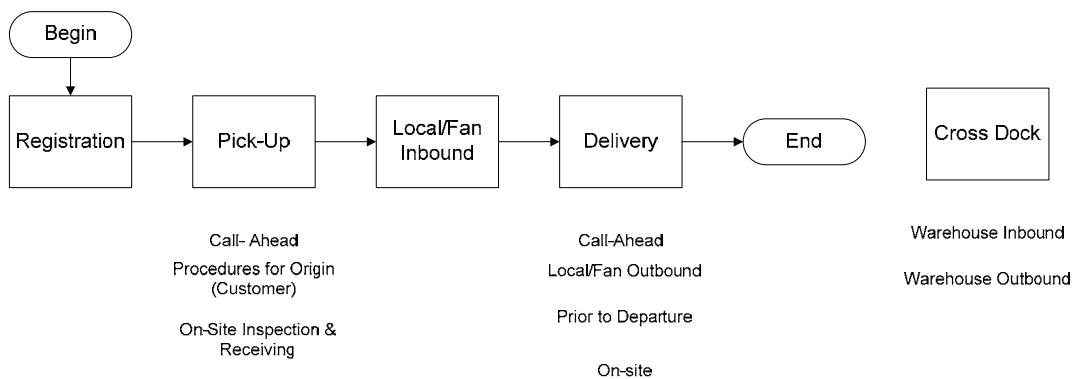
Table of Contents

Life-Cycle

A. Shipment Registration
Purpose and Scope
- Define the Booking Agent responsibilities relative to obtaining shipment information from the Customer and capturing the information within the Base Operating System (BOS) Shipment Registration. Complete and accurate shipment information is critical to achieving service commitments.

1. Special attention must be paid to the following information.
   a) Origin Name, Address, Contact Name and Phone
   b) Destination Name, Address, Contact Name and Phone
   c) Piece Count
   d) Actual Weight
      i) Actual weight is important to service providers as it provided indication of the equipment and necessary laborers to safely handle the freight. Invoicing to the Customer uses the greater of the Actual and Dimensional Weight.
   e) Dimensional Weight
      i) Dimensional weight conveys the space required within the trailer and is critical to capacity utilization. Customer satisfaction can be negatively impacted when pick-ups need to be aborted or an overflow situation is created when inadequate trailer space is dispatched for the pick-up.
      BP: A dimensional weight calculator can be accessed via Extranet under Pricing.
   f) Special Instructions
      i) Special Instructions need to be clear, concise, and non-repetitive to convey as much key information as possible on the first page of the BOL.
      BP: Order information on Customer Reference Number Update (V656) to highlight origin and destination driver instructions.
      ii) When applicable:
         (1) Provide freight dimensions (length, width, height).
         (2) Include model, serial, VIN of each piece
         (3) Include packaging materials needed – beyond pads, corner boards, stretch wrap
         (4) Include extra labor requirements
         (5) Include Customer Service Representative (CSR) name, e-mail, and phone number
         (6) **BP**:
            (a) Include alternative CSR contact info
            (b) Include alternative phone number for Origin
            (c) Include alternative phone number for Destination

2. Transit Guide Dates for Network Shipments
   a) Application of the pick-up and delivery schedule provided by the BOS Transit Guide is critical for on-time service. Transit Guide dates may not be over-ridden with more aggressive dates.

   b) The registration cut-off time for a next day pick-up within a daily area by a Distribution Center is 3:00 PM (local time to the origin Distribution Center).

3. Best Practices – Shipment Registration
   a) If a Customer has a SOP for handling, e-mail the Origin DC a copy of the applicable handling instructions. These instructions are then printed by the Origin DC and attached to the shipment paperwork. This assists the Driver when obtaining the necessary equipment and labor for pick-up and ensures the Driver has the specialized knowledge for properly handling the freight. Further, the SOP travels with the paperwork through to destination to help ensure all service providers have the handling instructions.

B. Pick-Up – Call-Ahead
1. The Origin Distribution Center performs the call-ahead 24 hours prior to the scheduled pick-up using the contact information of Contract Tracing Inquiry (V651) and alternative contact info, when applicable, found in Special Instructions. It is the Booking Agents' responsibility to advise the service provider of any deviation to the 24 hour rule.
   a) Customer Pre-Call Sheet (V622) provides information to capture. Use of Pre-Call (V622) automatically populates Contract History (V601).
   b) Alternatively, the STI extranet provides a Call-Ahead template which captures additional information than Pre-Call (V622). Some DCs have created their own call-ahead template which is a variation of V622 and the extranet version.
   c) Record the Call-Ahead results and person making the call in Contract History (V601). Document who was reached and when (or when attempt was made) and the agreed day of pick-up.
   d) If the Call-Ahead contact does not reply to message(s) in a timely manner, contact the Booking Agent to seek direction on performing the stop without shipper confirmation.
   BP: Provide a copy of the completed Call-Ahead form to the origin Driver.

C. Pick-Up – Procedures for Origin (Customer)
1. Office-designee assembles paperwork; BOL, Inventory Forms, Call-Ahead Form, and customer-specific handling procedures from extranet/Booking Agent, when applicable.
2. Driver reviews each BOL's Special Instructions to become familiar with the commodity and piece count to help ensure the required packaging material and handling equipment is taken to origin.

D. Pick-up Procedures – On-Site Inspection & Receiving
1. Driver requests to speak with the Customer Contact identified on the Call-Ahead Form.
2. If Driver believes 1) site cannot be safely accessed or 2) freight cannot be loaded and secured safely (injury and damage free), the Driver is to contact Dispatcher for guidance. The Driver is to make the assessment within the first five minutes of arriving at origin. Dispatcher may contact the Booking Agent. Booking Agent is to provide instructions within 30 minutes of being contacted. Driver is to remain on-site until release by Dispatcher. Dispatcher is to document events within History (V601).

BP: For inside pick-ups, Driver walks the intended path of the freight and takes appropriate steps to protect the property.

3. Driver reviews BOL and Special Instructions to ensure proper commodity, piece count, and specific serial/VIN number is being picked-up. Discrepancies are communicated to the Dispatcher or directly to the Booking Agent.
   BP: If Driver believes freight is not suitable for transit, Driver takes photo of freight and e-mails to Dispatcher.

4. Driver completes an Inventory using the appropriate form; Bar Code Descriptive Inventory, Visual Copier/Sorter Inventory, or Visual Motorcycle Inventory.
   a) Complete all Header information.
   b) Place ITN on each piece and on Inventory Form while on-site. If the BOL piece count does not match the number of ITNs, (possibly due to consolidating pieces on a pallet), the Driver provides explanation on the Inventory.
   c) Inventory a single motorcycle per Visual Motorcycle Inventory.
   d) Capture make, model, serial number, and Vehicle Identification Number (VIN) when applicable. Verify information per Special Instructions. If numbers do not match, contact the Dispatcher and/or Booking Agent.
   e) Use Copier/Sorter Inventory when pickup consists of 5 or fewer copiers; use Bar Code Descriptive Inventory for 6 and greater copiers.
   f) Document the Item Description and Condition using the coding of the Inventory's Descriptive, Exception, and Location Symbols. Use the PEDAL System (Part Exact Damage At Location) or provide clear, concise narrative to record pre-ship condition.
      BP: Illustrate the PEDAL location coding on a warehouse work-station built in the shape of a cube.

5. Sign and obtain signatures.
   a) Driver signs and dates the BOL and each Inventory page "at Origin".
   b) Driver obtains Origin Customer's signature and date "At Origin" on each Inventory page. If Origin Customer refuses to sign, note on Inventory.
   c) Driver obtains Origin Customer's signature and date on the BOL.
   d) Driver leaves signed copy of BOL and Inventory with Origin Customer.

6. Driver/Helper protects, loads, and secures freight in the trailer using pad wrap, stretch/shrink wrap, corner boards, straps, and cargo bars.

7. Driver/Helper communicates all services generating additional charges (accessorials) with Dispatcher or Booking Agent prior to performing. When approved, Driver/Helper completes Statement of Accessorial Services Form 365 and obtains Origin Customer's signature. (Refer to Agency Manual Section 5 Paperwork for complete instructions for completing Form 365.)

8. Driver/Helper calls Origin DC from site to provide Proof-of-Pickup within 30 minutes of completed pick-up.
   a) Provide Origin Customer Name, Date/Time, and Piece Count.

9. **BP**: After the last stop of the day, the Driver/Helper calls Origin DC with ETA.

E. Local/Fan Inbound Procedures

1. Driver provides the Office-designee the paperwork.
   BP: Warehouse Supervisor periodically audits the load quality and the BOL and Origin Inventory for clarity, completeness, and appropriate Form use.

2. Office-designee creates an Inbound Manifest from the Driver's paperwork and forwards the Manifest and Driver's paperwork to the Warehouse personnel to guide the unloading and identification of the freight. Before forwarding the Manifest to the Warehouse personnel, the Office-designee must ensure the number of shipments on the Manifest matches the number of BOLs.

3. Driver and/or Warehouse personnel unload freight to the dock or an area adjacent to the dock to be inspected and scanned.
   BP: Warehouse personnel rope-off/tape-off freight to help isolate the freight for scanning and inspection purposes.

4. Before inspecting and scanning the freight, the Warehouse personnel ensure the number of shipments on the Manifest matches the number of BOLs. If there is a discrepancy, the Warehouse personnel alert the Driver and/or Office-designee.

5. Perform Inventory Exception Receipt (IER) Process.
   a) Record condition exceptions to the original Inventory and any missing pieces on an IER.
   b) Record freight overages on an Unidentified Overage Items Form and send daily to STI Missing Pieces.
   c) Capture signature of inbound Driver; applies to Local, Fan, General Service, Blanketwrap (all fleets). If Driver refuses to sign; (i.e.; does not agree with the exception), escalate to Driver's Dispatcher.
   d) When an IER is written, enter note into Contract History (V601) to record date/time within 24 hours of the freight arriving at warehouse. IERs written after office hours on Friday, on Saturday, or Sunday are documented within Contract History (V601) on Monday morning.

6. Warehouse personnel scan the freight. Scanning ITNs and supplying CMS the warehouse location is performed at the dock or an area adjacent to the dock as the trailer is unloaded. ITN scanning is not performed in the geographic lanes.

7. With BOL and Inventory in-hand, Warehouse personnel place the freight in geographic lane. Warehouse personnel then write the date, their initials, location, and time of placing the freight in the aisle location in the designated area of the BOL.

8. Warehouse personnel close-out the scanner.

9. Warehouse returns Inbound Manifest, BOL, and Inventory to the Facility-designee.

F. Delivery – Call-Ahead
1. The Destination Distribution Center performs the call-ahead 24 hours prior to the scheduled delivery using the contact information of Contract Tracing Inquiry (V651) and alternative contact info, when applicable, found in Special Instructions. It is the Booking Agents' responsibility to advise the service provider of any deviation to the 24 hour rule.
    a) Customer Pre-Call Sheet (V622) provides information to capture. Use of V622 automatically populates Contract History (V601).
    b) Alternatively, the STI extranet provides a Call-Ahead template which captures additional information than V622. Some DCs have created their own call-ahead template which is a variation of V622 and the extranet version.
    c) Record the Call-Ahead results and person making the call in Contract History (V601). Document who was reached and when (or when attempt was made) and the agreed day of delivery.
    d) If the Call-Ahead contact does not reply to message(s) in a timely manner, contact the Booking Agent to seek direction on performing the stop without confirmation.
    BP: Provide a copy of the completed Call-Ahead form to the destination Driver.

G. Local/Fan Outbound Procedures
1. Office-designee prepares an Outbound Manifest using the BOLs or printed copy of Contract Tracing Inquiry (V651).

2. Driver acknowledges the delivery/pick-up plan and any time-specific stops with the Office-designee.

3. Office-designee provides Warehouse personnel the Outbound Manifest, BOL/Inventory or printed Contract Tracing Inquiry (V651), and Call-Ahead Form.

4. Before pulling freight, Warehouse personnel ensure the number of shipments on the Manifest matches the number of BOLs. If there is a discrepancy, the Warehouse personnel must alert the Office-designee.

5. Warehouse personnel locate freight via CMS, pull, stage, and visually inspect for damage. Damage, not previously recorded on Origin Inventory or IER is reported to the Warehouse Supervisor/designee.
    a) If a Fan unit, the Driver visually inspects the freight – looking for damages or exceptions – and completes Inventory Exception Receipt when appropriate.
    b) Shipments with missing pieces are held until release is authorized by STI or the Booking Agent.

6. Warehouse personnel scan the freight out of CMS at the dock, an area adjacent to the dock, or as it is loaded into the trailer. Load scanning is not performed in the geographic lanes, cross dock, or storage areas.

7. Driver reviews BOL and Special Instructions to ensure proper commodity, piece count, and specific serial/VIN number is being delivered. Discrepancies are communicated to the Dispatcher.

8. Driver and Warehouse personnel load the freight into the trailer. Special packing and handling instructions are followed, as provided in the BOL Special Instructions, SOPs attached to the BOL or to the freight itself.

9. Warehouse Supervisor checks the load for proper loading technique.

10. Warehouse personnel close-out the scanner.

H. Delivery – Prior to Departure
1. Driver acquires the proper van equipment.
2. Driver acquires the required packaging material.

I. Delivery – On-Site (Customer)
1. Driver communicates with the Customer Contact identified on the Call-Ahead Form.
2. If Driver believes the site cannot be safely accessed, the Driver is to contact Dispatcher for guidance. The Driver is to make the assessment within the first five minutes of arriving at destination. Dispatcher may contact the Booking Agent. Booking Agent is to provide instructions within 30 minutes of being contacted. Driver is to remain on-site until release by Dispatcher. Dispatcher is to document events within Contract History (V601).
    BP: For inside deliveries, Driver walks the intended path of the freight and takes appropriate steps to protect the property.
3. Driver reviews BOL and Special Instructions to ensure proper commodity, piece count, and specific serial/VIN number is being delivered. Discrepancies are communicated to the Dispatcher.
4. Unload Freight.
5. Request Consignee to inspect freight and note any condition exceptions on the Inventory.
6. Driver/Helper communicates all services generating additional charges (accessorials) with Dispatcher or Booking Agent prior to performing. When approved, Driver/Helper completes Statement of Accessorial Services Form 365 and obtains Consignee's signature. (Refer to Agency Manual Section 5 Paperwork for complete instructions for completing Form 365.)
7. Sign and obtain signatures.
    a) Driver signs and dates the BOL and "At Destination" of each Inventory page.
    b) Driver obtains Consignee's signature and date on each page of the Inventory. If Consignee refuses to sign, note on BOL and/or Inventory.
    c) Driver obtains Consignee's signature and date on the BOL.
    d) Driver leaves signed copy of BOL and Inventory with Consignee.
8. Retrieve all STI pads and equipment.
9. Driver/Helper calls Destination DC from site to provide Proof-of-Delivery within 30 minutes of completed delivery.

a) Provide Consignee Name, Date/Time, and Piece Count.
10. **BP**: After the last stop of the day, the Driver/Helper calls DC with ETA.

J. Cross Dock Procedures
1. Perform Warehouse Inbound Freight Procedure.
2. Perform Warehouse Outbound Freight Procedure.

Routines

Warehouse Inbound Freight Procedure
    Purpose and Scope
- Define the responsibilities, procedures, and methods to receive, verify, handle, and verify freight inbound to the Distribution Center.

Procedure
1. Driver provides the Office-designee the paperwork.
   BP: Warehouse Supervisor periodically audits the load quality.
2. Office-designee prints the Inbound Manifest generated by the Origin DC. The Office-designee must ensure the number of shipments and piece count on the Manifest matches the BOLs.
3. Office-designee forwards the Manifest and BOLs/Inventories to the Warehouse personnel to begin the unloading process.
4. Driver and/or Warehouse personnel unload freight to dock area the dock or an areas adjacent to the dock to be inspected and scanned.
5. Before inspecting and scanning freight, Warehouse personnel ensure the number of shipments and piece count on the Manifest matches the number of BOLs. If there is a discrepancy, the Warehouse personnel alert the Driver and/or Office-designee.
6. Perform Inventory Exception Receipt (IER) Process.
   a) Record exceptions to the original Inventory, any previous IER, and missing pieces on an IER.
   b) Record freight overages on an Unidentified Overage Items Form and send daily to STI Missing Pieces.
   c) When an IER is written, enter note into Contract History (V601) to record date/time within 24 hours of the freight arriving at warehouse. IERs written after office hours on Friday, on Saturday, or Sunday are documented within Contract History (V601) on Monday morning.
7. Warehouse personnel scan the freight. Scanning ITNs and supplying CMS the warehouse location is performed at the dock or an area adjacent to the dock as the trailer is unloaded. ITN scanning is not performed in the geographic lanes.
8. With BOL and Inventory in-hand, Warehouse personnel place the freight in geographic lane. Warehouse personnel then write the date, their initials, location, and time of placing the freight in the aisle location in the designated area of the BOL.
9. Warehouse personnel close-out the scanner.
10. Warehouse personnel return the Inbound Manifest, BOL, and Inventory to the Facility-designee.

Warehouse Outbound Freight Procedure
    Purpose and Scope
- Define the responsibilities, procedures, and methods to receive, verify, handle, and verify freight outbound from the Distribution Center.

<u>Procedure</u>
1. Office-designee prepares an Outbound Manifest using the BOLs and Load Detail (V621). Trailer assignment is provided to the Manifest.
2. Office-designee provides Warehouse personnel the Outbound Manifest and BOL/Inventory.
3. Warehouse personnel verify physical trailer number to the trailer number on the Outbound Manifest.
4. Warehouse personnel perform Pre-Trip interior and exterior trailer inspection before loading.
5. Before pulling freight, Warehouse personnel ensure the number of shipments on the Manifest matches the number of BOLs. If there is a discrepancy, Warehouse personnel alert the Office-designee.
6. Warehouse personnel locate freight via CMS or BOL, pull, and stage.
   a) Shipments with missing pieces are held until release is authorized by STI, the Booking Agent, or Customer.
7. Warehouse personnel scan the freight out of CMS at the dock, an area adjacent to the dock, or as it is loaded into the trailer. (Load scanning is not to be performed in the geographic lanes.)
8. Driver reviews BOL and Special Instructions to ensure proper commodity, piece count, and specific serial/VIN number is being delivered. Discrepancies are communicated to the Dispatcher.
9. Warehouse personnel load the freight into the trailer. Special packing and handling instructions are followed, as provided in the BOL Special Instructions, SOPs attached to the BOL or to the freight itself.
10. If all the priority shipments cannot be loaded on the trailer (overflow situation), the Warehouse or Office-designee contacts Fort Wayne for instruction before closing the Outbound Manifest.
    a) During business hours, the Fort Wayne Network Planner is contacted. If timely response is not received from primary contact, the secondary support is contacted.
    b) After hours, Night / Weekend Dispatch x3117 is contacted.
11. If trailer space is available after loading all assigned shipments, the Warehouse or Office-designee contacts Fort Wayne for instruction before closing the Outbound Manifest.
    a) During business hours, the Fort Wayne Network Planner is contacted. If timely response is not received from primary contact, the secondary support is contacted.
    b) After hours, Night / Weekend Dispatch x3117 is contacted.
12. Before closing out the Outbound Manifest, the Warehouse-designee performs a Lane Reconciliation to ensure that all freight associated with the Manifest has been loaded. The Warehouse-designee closes the CMS scanner and signed the Load Commitment.
13. Warehouse personnel return the Outbound Manifest and BOLs to the Facility-designee.

14. Warehouse Supervisor checks the load for proper loading technique.
15. Facility-designee provides the Outbound Manifest, BOLs, and Inventories to the Driver or returns the paperwork to the Office-designee for later retrieval by the Driver.
16. All completed trailers will have dock doors closed. Driver must wait for dock door to be closed before driving away.

Ancillary Procedures

APU Planning Process – by Distribution Center
1. APU Planner views APU Update (V627) for new and/or unscheduled pick-ups.
2. APU Planner prints BOLs for shipments to be planned for the next business day.
3. Office-designee provides ETA on APU Update (V627) on the right side in the S/off ETA field to denote the BOL has been printed and the Call-Ahead process has begun.
4. Upon the Call-Ahead being confirmed, the Office-designee provides ETA on the APU Update (V627) on the left side of the contract line in the Pick-Up ETA field to denote the shipment is ready for pick-up.

BOS Updates – by Distribution Center
1. Update Proof-of-Pickup on Contract Itinerary Full Update (V619) within 30 minutes of being notified of pick-up by Driver.
2. Update Proof-of-Delivery on Contract Itinerary Full Update (V619) within 30 minutes of being notified of delivery by Driver.

CCD Planning Process – by Distribution Center
1. CCD Planner views CCD Update (V628) for available shipments and ETAs for next business day's deliveries.
2. In the event that there is no BOL for a shipment showing available, the CCD Planner prints the BOL and CMS Inventory.
3. Office-designee provides ETA on CCD Update (V628) on the left side of the contract line in the Pick-Up ETA field to denote the BOL is available and the Call-Ahead process has begun.
4. Upon the Call-Ahead being confirmed, the Office-designee provides ETA on the CCD Update (V628) right side on the contract line in the Deliv ETA field to denote the shipment is ready for delivery.

Driver Hook and Departure
1. During open hours, Driver must check in with Warehouse Supervisor and have manifest and paperwork in-hand before hooking to trailer at dock.
2. During closed hours, the manifest and paperwork is placed in the trailer by the Warehouse personnel.
3. Driver does not depart until the dock door is closed.

Incidents/Root-Cause Investigation
1. When requested by STI, complete CAR (STI to develop template for consistency)
2. Submit to STI.
3. STI communicates results of investigation findings and resolution to the field.

Non-Network Setoffs or Loadings
1. All non-Fixed Turn Drivers must call ahead to DC for appointment to pick-up and drop-off.
2. Fleet Groups compensated for handling must assist in the inbound/outbound processes.
3. Communication between the Driver and Warehouse personnel confirms whether van equipment remains with the trailer or the Distribution Center.

Outbound Reconciliation – APU/CCD Shipments – AM
1. Each day, the Office-designee verifies that the prior day's APUs and CCDs were executed and updated in BOS.
2. The Office-designee verifies that the previous day's APUs and CCDs have been scanned utilizing CMS and are updated in BOS.
3. The Office-designee verifies that ETAs are provided in BOS for the current day's APUs and CCDs.
4. The Office-designee records discrepancies on Reconciliation of Planned Routes – AM Form (F-1022a) and provides to Warehouse personnel to research and resolve.

Outbound Reconciliation – APU/CCD Shipments – PM
1. Each day, the Office-designee reconciles APU Update (V621) and CCD Update (V628) with the BOLs. The reconciliation is recorded with the Office-designee's initials on V621 and V628 screen prints, on a form developed by the DC, or in the upper right-hand corner of the BOLs.
2. The Office-designee addresses discrepancies through load and assignment adjustments.

Planning (Network) – Fort Wayne
1. Network Planner performs reconciliation via Load Detail (V621) for all prior days outbound schedule to ensure execution.
2. Network Planner audits Contract List (V615), by DC, for status "1" shipments to ensure that shipments are properly routed in BOS.
3. Network Planner blocks/groups shipments together on a schedule (example BDCCOL2A) via Load Detail (V621).
4. Network Planner sequences each scheduled outbound for priority via Hauler Planned Activity (V632).
5. For overflow situations, Network Planner first looks to other STI Fleet Group capacity, and then for outside capacity utilizing STI Transportation Management. If extra capacity is not available, the Network Planner consults with STI management.

Planning (Network) – Distribution Center
1. DC Planner views the schedule on Load Detail (V621) for outbound shipments.
2. DC Planner reconciles the Load Detail (V621) with the on-hand BOL.
   a) If the shipment is available in the warehouse, but there is no BOL, the DC Planner re-prints both the BOL and the CMS Inventory.
3. If the shipment(s) is not available at the time of preparing the Outbound Manifest, the DC Planner writes the contract(s) on the Outbound Manifest with the inbound Driver number.

4. DC Planner checks the order of sequence on Hauler Planned Activity (V632) to ensure the sequential order is reflected on the Outbound Manifest.
5. If the DC has an overflow situation and cannot load all of the priority shipments on a trailer, the DC will immediately contact the Network Planner (during business hours) prior to closing the CMS gun for instruction. If the overflow happens after hours, the DC will immediately contact Night Dispatch / Weekend Dispatch prior to closing the CMS gun for instruction.
6. The DC will close the CMS gun upon completion of the outbound process prior to returning the paperwork to the office.
7. The DC-designee will reconcile Load Detail (V621) against the BOLs to ensure that they match.
8. For non-priority shipments that did not load, the DC-designee will advise the Network Planner and/or Night Dispatch / Weekend Dispatch.

Warehouse – Freight Handling
1. **BP**: Only use forklift when decking, required by the weight/dimensions of the freight, or crated Exhibit & Display.

Warehouse – Paperwork Scanning or Fax
1. Within 24 hours, scan the following top sheet with signatures (when applicable):
   a) Signed BOL
   b) Signed Inventory
   c) Signed Internal Exception Reports
   d) Customer Paperwork; i.e. APC Checklist, HP Serial# Verification
   e) Weight Tickets (with contract number and DC code written on the ticket)

Warehouse – Set-Offs (General Service, Blanketwrap, Third Party)
1. Trailers must have STI-approved logistics. Contact Fort Wayne Network Planner with issues.
2. Use Hauler Load Information (V631) to learn Driver's status for assisting load/unload. Fleet Groups of HM, CH, ED, and FF do not assist. Contact Fort Wayne Network Planner with questions.

Warehouse – Set-Up
1. **BP**: Organize aisles with geographic designations; i.e. Turn Truck Lanes; customer-specific or commodity-specific segregation.

Warehouse – Van Equipment
1. When Non-Network capacity is loading STI van equipment, Fort Wayne Network Planner notifies STI Assets Manager. STI Assets Manager obtains V/E count from departure DC and advises arrival DC. Arrival DC reports amount received to the STI Assets Manager.

Glossary (to be expanded)

1. **Best Practice**…is a method or practice that has consistently shown superior results in achieving a desired outcome or following a particular process. Best Practices are noted as **BP** and are located through throughout the Guide.

2. **BOS**…Base Operating System is the proprietary transportation management system of Specialized Transportation, Inc. The system supports order registration, planning, dispatching, tracing, and other critical elements for Base HVP shipments.

3. **CMS**…Cross-Dock Management System

4. **ETA**…Estimated Time of Arrival

5. **ITN**…Inventory Tracking Number

Forms (to be expanded)

1. F-1022a…Reconciliation of Planned Routes – AM

Reconciliation of Planned Routes – AM (APU/CCD)

Location   _____   Auditor   _____

Date   _____   Operations Representative   _____

Purpose: Ensure that any shipment fringed during the evening is services.

1. Auditor: Verify the prior day's APU and CCDs were completed. Record discrepancies below.
2. Operations: Plan and record the resolution in the last column.

APU	CCD	Contract Number	City – State	Date	Problem / Question	Response / Service Recovery

F-1022a (Rev. 07/28/1997)

History of Guide Changes

Version	Issue Date	Author	Change Description
1.0	January 15, 2014	Operations Guide Committee	1) Initial Release