Receiving

Job Functions of Receiving Department

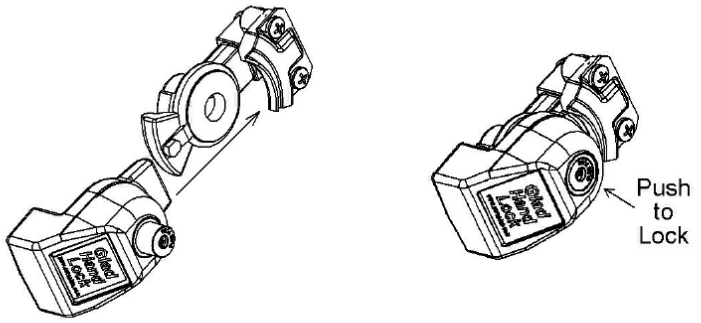
- Unload
- Roll
- Stack
- Label
- Quality Control
- Paperwork

Receiving Dock Safety

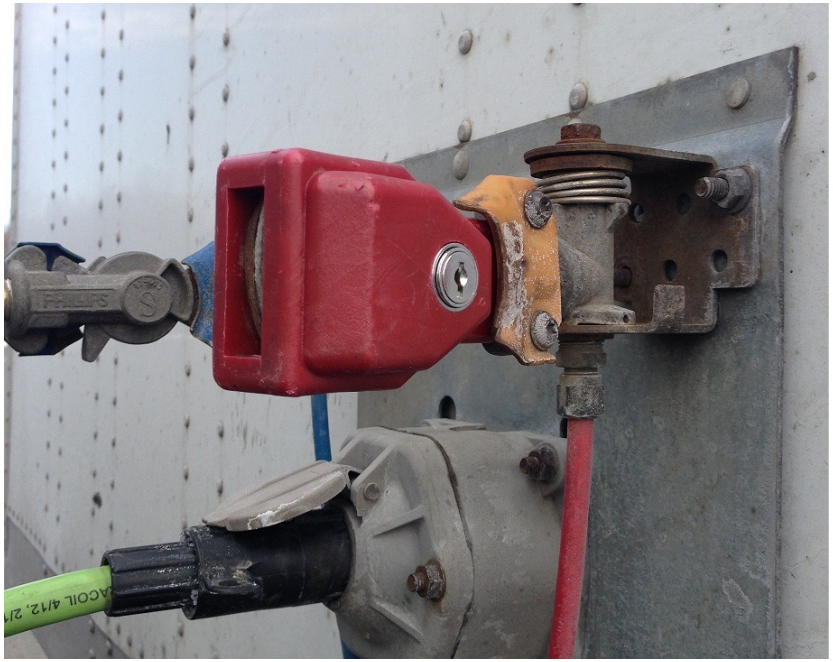
- Glad hand lock procedures
  - The overhead door is to remain closed, or the yellow chain must be secured across the door, until the trailer is correctly parked on the door, and the glad hand lock is in place.
  - Once the trailer is backed on the door, the employee assigned to paperwork will instruct the driver to disconnect the air supply and secure the glad hand lock to the trailer (or brake line if it is impossible to attach to the trailer). This same employee is responsible for unlocking and opening the overhead door or chain inside the building.

The lock is designed to fit both thread mount and base mount glad hand couplers. The latch plate on the coupler should be in good condition and not be bent or excessively worn.

To install the lock, slide the ***Glad Hand Lock*** onto the trailer air supply glad hand coupling and push the lock cylinder down until it clicks



To remove the lock, insert the key into the lock cylinder and turn it clockwise approximately 3/4 turn to release the lock.



Receiving Preparation

- The receiving lead or manager should determine the correct number of pallets needed for each appointment based on the ASN.
  - The total number of pallets needed can be calculated by adding all FPAL and SPAL counts with the pallets needed for all WSPAN, HSPAL, and CONS counts.
    - Each FPAL and SPAL quantity is 1 pallet.
    - Sum the number of WSPAN, HSPAL, and CONS counts, and divide by 3 to determine the number of pallets needed for picker put-aways.
      - 30 total WSPAN, HSPAL, and CONS counts= 10 pallets
- Each unloading door should be set up based on the number of pallets needed for the appointment. This will help:
  - Ensure the pallets next to the belt are used for stacking. This will allow the employee(s) assigned as rollers to do other jobs while only two employees are needed to stack on the inside pallets.
  - Limit the distance tires must be rolled to the stackers. Pallets should never be laid out more than 3 wide.
  - Keep the area clean. Once a truck is done, there will not be any pallets laid out and the receiving area can be easily swept and cleaned

Receiving-Unload

- One employee is inside the trailer at a time and is responsible for unloading the tires.
- The tires are ‘laced’ (as seen below) or barrel stacked inside the truck and organized by vendor part number.

Receiving-Unload

- Proper use of the conveyor belt and unloading technique will reduce the chance of an injury and ease the physical strain on the employee unloading.
- The employee will stand on the platform of the conveyor which extends into the trailer, and also raises and lowers depending on the level of the lace the employee is unloading

Receiving-Unload

- The conveyor belt can be raised and lowered as needed so that the employee is at about shoulder height with the lace of tires being unloaded (until the bottom laces).
  - Avoid reaching overhead to pull tires off the top row(s) of the lace. This will reduce the chance of shoulder and back injuries.
  - Avoid bending with the lower back to pick up tires from the bottom rows. Lower the platform and stand on the floor of the trailer. Bend with the legs, and use the leg to help lift the tires.

Unloading at shoulder height for the top rows

Lower the belt to unload the bottom rows, and use legs to help lift the tires.

Receiving- Unload

- Begin unloading at the top of the lace, with the first tire that does not have another tire on top of it.

Receiving- Unload

- Stand sideways on the platform, facing the direction in which the tires are laid down in the lace. Turn to the opposite side when the row is completed.
- Use one hand to pull the tire from the lace, and flip the tire on to the belt by grabbing the underside of the tire with the opposite hand. Try to avoid carrying a tire with two hands. This will eliminate the twisting and turning while carrying a tire to the belt; reducing back injuries.
  - Photo 1 shows the employee pulling the tires out of the lace with his left hand, and grabbing underneath the tire with his right hand to flip it on to the belt.
  - Photo 2 shows the employee turned to the opposite direction because of the direction the tires are laid down in the lace. He is pulling the tire out with his right hand, and flipping it on to the belt with his left hand.

Receiving-Unload

- Tires may have raised lettering on the sidewall (typically white) that needs to be placed on the belt facing up to prevent damage.
- White lettering may look blue (pictured) because of its protective coating.

Receiving-Unload

- There are many different sizes and types of tires that will be loaded inside the truck. The changes between SKU's can be identified by the item number on the vendor label.
  - Try to separate differences in vendor part numbers by leaving at least a two tire length space when the change occurs.

Receiving- Roll

- The job of the employee assigned to ‘roll the truck’ is to pull tires off of the conveyor belt, and roll them across the pallets to the employee(s) that are stacking the tires on each pallet.

Receiving- Roll

- Stand with your back to the trailer as the tires are being unloaded (see both pictures below). This will help the roller pull the tires off the belt without the next tire in line running into the roller.
- Try to stand across from the pallet that you are rolling the tires towards. This will keep you as close to the pallet that is being stacked as you can be. It is much easier to roll the tires to the correct employee, and it is less physically demanding.

Receiving- Roll

- Pull the tire off the belt with one hand, and roll the tire to the stackers with the opposite hand. See both photos below for the proper technique.
- Try to get the tire to the ground quickly to avoid wobbling and missing the target.
- Avoid turning around to pick the tire up off the belt with two hands, and the turning back around to roll the tire.
  - The action of carrying the tire and turning back and forth increases the difficulty of the job, and could result in injury.

Receiving- Roll

- Responsibilities of the roller:
  - Listen to the employee with the paperwork as the stacking instructions are being called out. The roller is responsible for repeating the stacking instructions aloud to confirm with the paperwork employee and ensure the employees that are stacking understand the instructions
  - Pay attention for the changes between different tires. The change will be designated by two tires stacked on top of one another.
    - When a change occurs, a new pallet needs to be started, and the stacking instructions should be repeated to the employees that are stacking.
  - Help stack WSPAN/CONS pallets as needed.

Receiving-Stacking

- The role of stacking consists of two employees.
- The employees will be given instruction on how to organize the stacks on each pallet. Once the count is heard, the employees must repeat the count back to ensure the correct information was communicated.
- The stacking information is based on how many tires can properly fit on a pallet, and the quantity of tires expected to be received.
- The stacking instructions will inform the stacker of the quantity of stacks to build, the number of tires in height that each stack should be made, and the quantity of pallets needed for each type of tire.
  - Ex: 4x6, 2 pallets= 4 stacks, 6 tires high, and 2 pallets need to be made of the same tire.

Receiving-Stacking

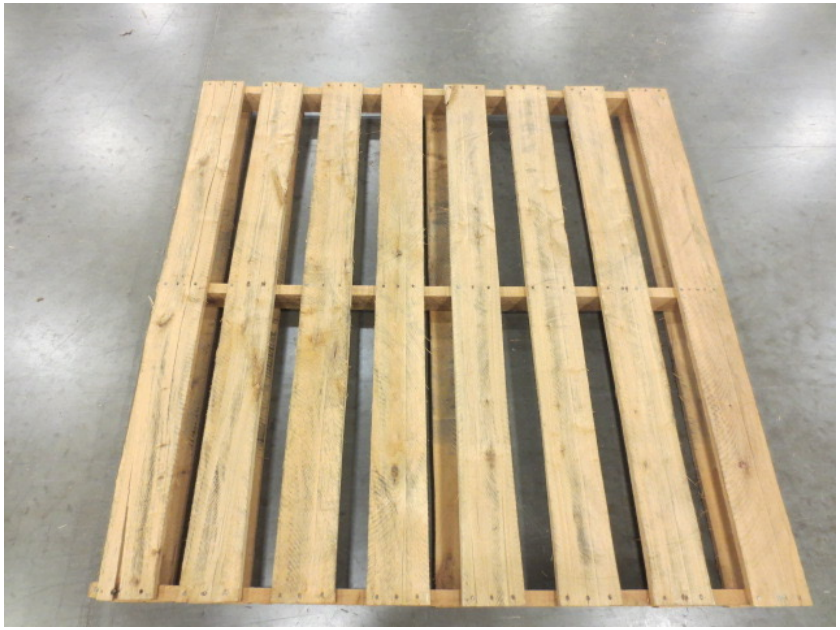
- The two employees stacking will be identified as the lead stacker, and secondary stacker.
  - The lead stacker will stand closer to the inside of the trailer that is being unloaded.
  - The lead stacker will receive the first tire that is rolled for a new count, and is responsible for arranging the pallet correctly.
  - The lead stacker will complete his stacks first and will move on to start the next pallet.

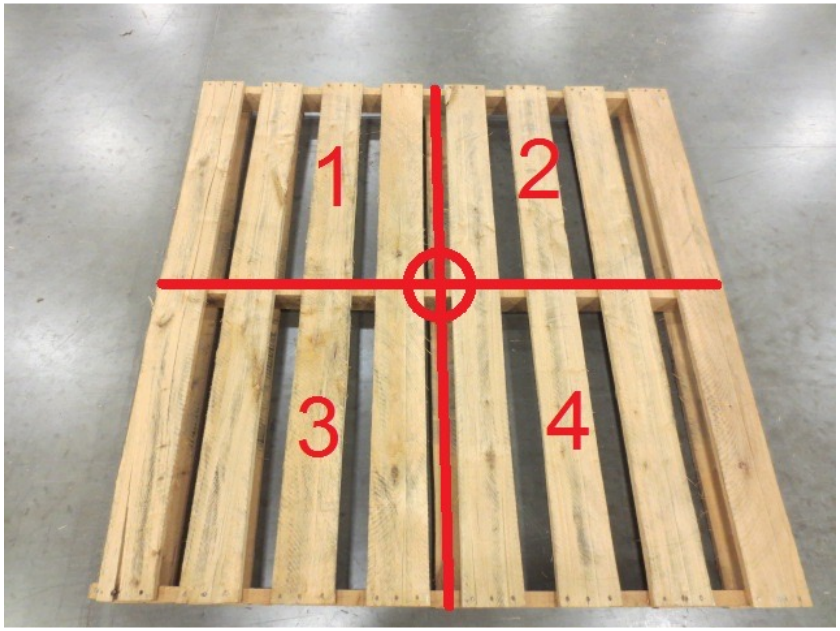
Receiving- Stacking

- There are 5 different stack arrangements that we will use in receiving.
  - Pallets can be built using a stack of 1 tire up to stacks of 5 tires.
  - The arrangement of tires depends on the size of the tire.
  - The stacked tires must fit within the edges of the pallet.
  - The stacking arrangement instructions given by the employee with paperwork are the only way to fit the tires correctly on the pallet.

Receiving- Stacking

- Photo 1 is of the type of pallet used to stack tires in receiving. Each pallet has a center support board that runs vertically through the center of the pallet, and a support board that runs across the bottom side of the pallet horizontally.
- Photo 2 highlights those two boards with red lines. The point at which the two lines meet is the center of the pallet. The two center boards separate the pallet into 4 equally sized sections.
- The center of the pallet will be the most important spot to focus on when stacking. Every type of stack will need to be centered around that point.



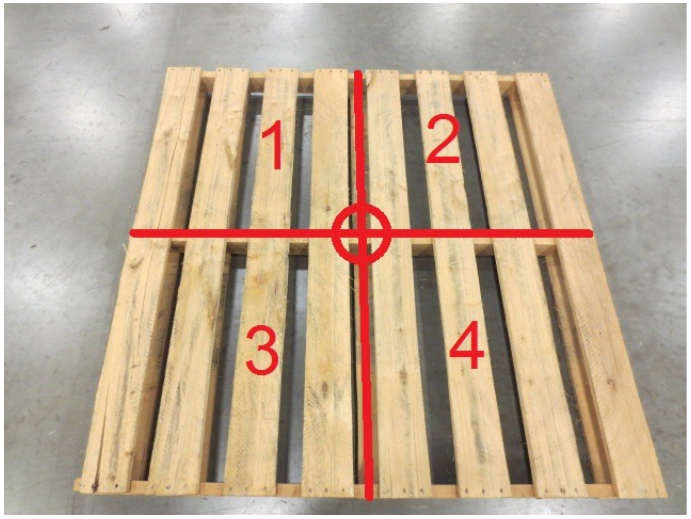


Receiving- Stacking

- We will start with describing a 4 stack, as that is the most common arrangement that will be used.
- The stacking instructions will be called out by the employee with the paperwork. The first number called is the number of stacks that should be arranged on the pallet, and the second number is how tall each stack should be made.
- 4x6- 4 stacks, each stack will be 6 tires high (24 total tires on the pallet)
- 4x2- 4 stacks, two tires high (8 total tires on the pallet)

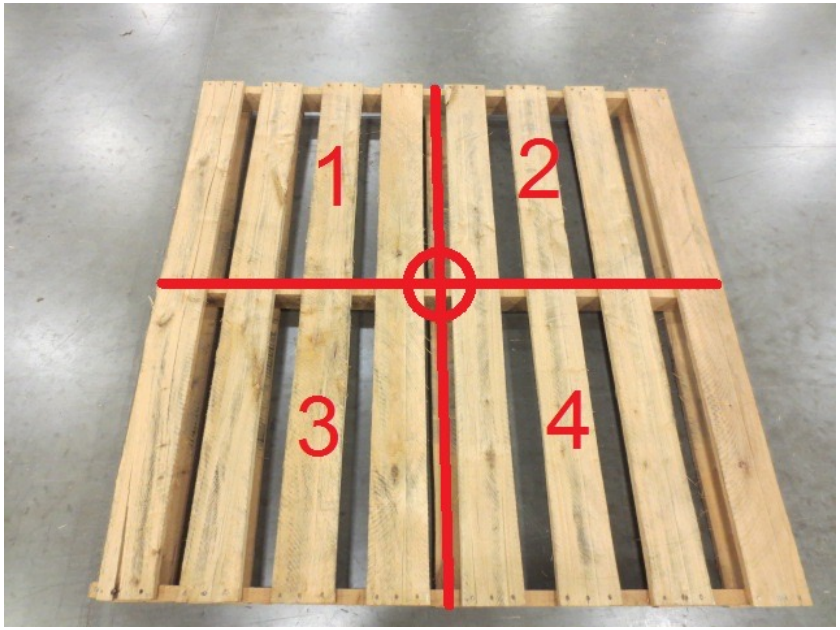
Receiving- Stacking (4 stack)

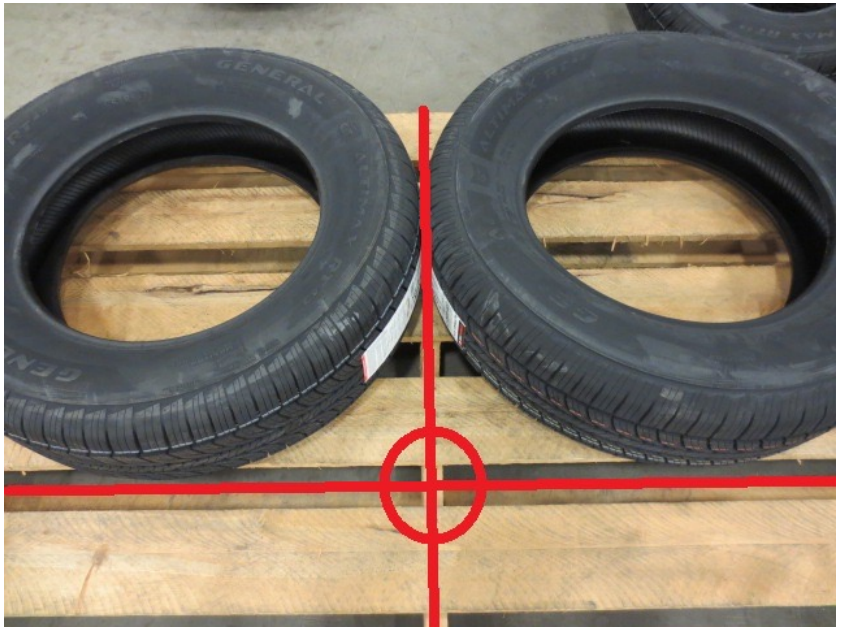
- Use the two center boards to create the arrangement and ensure it is centered on the pallet.
- The first tire laid down should be put in square 1 with the edges of the tire up against each center board.



Receiving- Stacking (4 stack)

- The second tire laid down should be in square 2, lined up along each center board, and touching the tire in square 1.
- The first two tires laid down are the most important for ensuring the correct arrangement of stacks, and fitting the tires on the pallet.





Receiving- Stacking (4 stack)

- Each stacker will build the two stacks in the back of the pallet (furthest from the roller) first, and then fill in the front two stacks.
- The front two stacks can be lined up even with the back two, and should be touching the tires in the stack behind it.

Filling in the front stacks

Completed 4x5 stack

Receiving- Stacking (5 stack)

- When creating a pallet of 5 stacks, the two center boards cannot be used to line the tires up as they are in 4 stacks.
- For a 5 stack, the center 'X' of the pallet needs to be the focal point of the stack. The four outside stacks will be centered around the tire placed in the middle of the pallet.

Tires will be laid down in a star pattern

The middle stack is centered around the 'X' which is the center of the pallet.

Receiving- Stacking (5 stack)

- The first three tires rolled to the stackers should be placed on the two corners and one in the center of the pallet.
- The tire in the center should be arranged at the true center of the pallet as described in the previous slide. The tires in each corner should be centered around the middle tire, without overhanging the edge of the pallet, and must touch the middle tire.

Center the outside stacks around the middle tire. There should not be any space between the outside stacks and the middle stack

The outside stacks must not hang over the edge of the pallet. This tire should be rotated towards the front of the pallet.

Receiving- Stacking (5 stack)

- Once the back two stacks are lined up correctly with the center stack, the remaining tires should be stacked evenly on the 3 stacks.
  - Similar to laying bricks- every third tire received by a stacker should be placed in the middle stack.
  - Building the first three stacks with this method will ensure the stacks are straight, and tightly stacked together.

Receiving- Stacking (5 stack)

- Complete the two back stacks and the middle stack before beginning the two inside stacks.

Back two stacks, and center stack completed

Completed 5 stack- center stack is centered on the 'X', and all stacks touching the center stack

Completed 5x4 stack

Receiving- Stacking (1 stack)

- A pallet that requires a 1 stack is used for our largest tires.
- A 1 stack will consist of the single stack centered in the middle of the pallet.

Receiving- Stacking (2 stack)

- Creating a 2 stack:
  - The first tire on the pallet should be handled by the lead stacker (employee closest to the inside of the trailer) and placed in the corner of the pallet that is furthest from the conveyor belt.
  - The second tire should be rolled to the secondary stacker, and placed in the front corner of the pallet, closest to the conveyor belt.
  - The two stacks should be brought together from the corners and should be touching in the center of the pallet.

Secondary stacker

Lead Stacker

Stacks touch in the center of the pallet

Receiving- Stacking (3 stack)

- Creating a 3 stack:
  - A 3 stack is similar in set-up to the 2 stack.
  - The first tire is rolled to the lead stacker, and placed in the corner of the pallet, furthest away from the conveyor belt.
  - The second tire should be placed next to the first tire, (like it would be when building a 4 stack) and then rotated closer to the center of the pallet until the edge of the tire no longer over hangs the edge of the pallet

Receiving- Stacking (3 stack)

- The third tire laid down will be placed in the remaining space on the pallet, and should be touching both stacks of tires 1 and 2.
- The tires should be centered around the center ‘X’ of the pallet.

All 3 tires are touching and do not hang over the edge of the pallet

Stacks are centered around the center ‘X’ on the pallet

Receiving- Stacking

- Incorrectly stacked pallets must be fixed before it is removed from the unloading dock.
- Tires must be properly stacked to avoid safety issues while the pallet is in transit to its location.
- Tires must not hang over the edge of the pallet on any of the four sides.
- All stacks must be touching the stack next to it.
- Stacks must be straight, all the way to the top.

Receiving- Stacking

- Examples of incorrectly stacked pallets:

3 stack that is hanging off the side of the pallet

Adjusted 3 stack to fit correctly

Receiving- Stacking

5 stack with too much space between each stack. All of the outer stacks should be touching the center stack.

Corrected 5 stack in which the outside stacks are touching the center stack, and fit within the edges of the pallet.

Receiving- Stacking

The bottom tires were placed in the correct spot, but the stack is uneven as it was built up

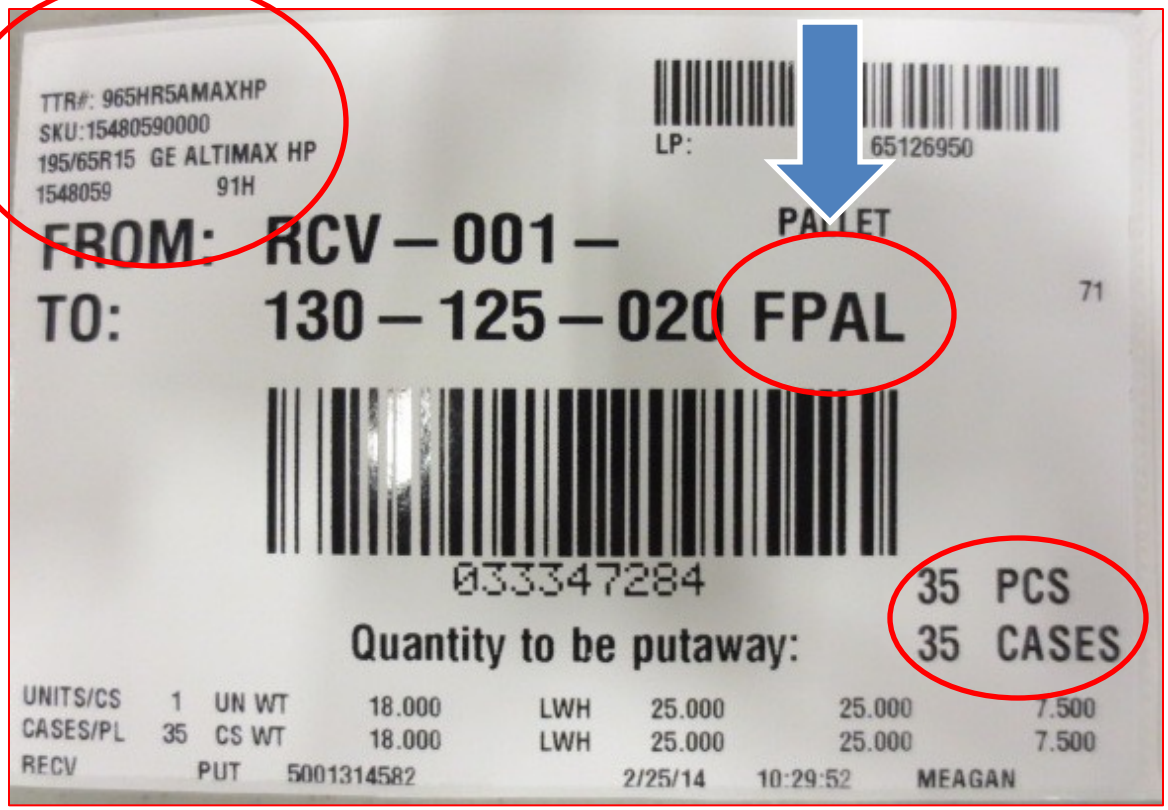
This is what the stack should look like. The tires should be evenly stacked all the way to the top.

Receiving- Stacking

- Responsibilities of the stackers:
  - Listen for the stacking instructions, and build the pallets accordingly.
  - Ensure stacks are completely on the pallet, and stacked straight, from the bottom tire to the top.
  - Fill all of the pallets that are furthest from the conveyor belt. Once the outside rows are filled in, two employees will finish stacking the pallets closest to the belt by pulling the tires directly off the belt.
  - Never leave empty pallets in front of pallets that contain tires.
  - Communicate with the paperwork employee the status of each count.
  - Identify incomplete pallets/counts by standing one tire up. This will make it easier to find the open count when the remaining tires come out of the truck and ensure the pallet does not get labeled improperly

Receiving- Label

- The inventory labels that are generated for each truck contain the description for each tire, the quantity of tires expected for each count, and the physical location that the tires will be located in the warehouse.
- The stack of labels are in order by the Tire Rack part number (refer to TTR part# training in the Tire basics Ch.2 document)
- The employee that is responsible for labeling the product must physically verify all of the information on the label with the tire and vendor label.
- The labeler should also pay attention to incorrect stacks, mixed product within the pallet, and the location destination of the pallet (WSPAN/CONS vs. FPAL/SPAL).


TTR#: 965HR5AMAXHP
SKU:15480590000
195/65R15 GE ALTIMAX HP
1548059 91H
LP: 65126950
PALLET
FROM: RCV – 001 –
TO: 130 – 125 – 020 FPAL
71
033347284
35 PCS
35 CASES
Quantity to be putaway:
UNITS/CS 1 UN WT 18.000 LWH 25.000 25.000 7.500
CASES/PL 35 CS WT 18.000 LWH 25.000 25.000 7.500
RECV PUT 5001314582 2/25/14 10:29:52 MEAGAN

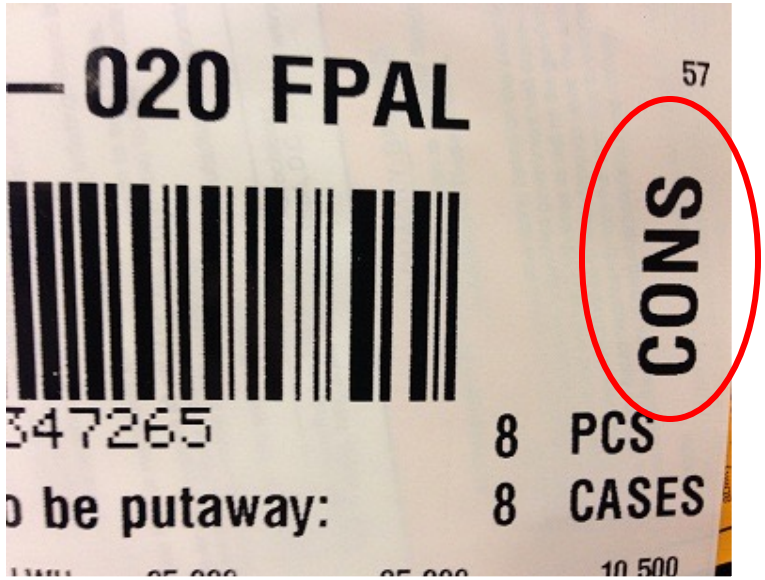
Receiving- Label

- Product that is received in smaller quantities may not be located to an FPAL or SPAL location, and must be handled differently.
- The label will identify the product as CONS, WSPAN, HSPAL, or QPAL.
  - CONS means that the product will be consolidating with identical product that is already in a location.
  - WSPAN/HSPAL/QPAL means that the product will not be placed on a pallet in the location. WSPAN/HSPAL/QPAL locations will be stacked directly on the floor or on wire decking in its location.
- It is important to separate WSPAN/HSPAL/QPAL and CONS from FPAL and SPAL product because a different truck is used to physically put the product into inventory.
- These items will be placed on a pallet as the truck is unloaded, but the pallet may contain different types of tires.

Receiving- Label

The location description for this label says WSPAN. This means that the product will not be on a full pallet with all of the same part numbers. It also needs to be staged for put away in a separate area, designated for put-away by an order picker.

The location description on this label says FPAL, but the CONS designation on the right side of the label signifies that the product should be treated the same as the WSPAN label in the picture to the left.



Receiving- Label

- The labeler must verify the production date of at least one tire of every part number and on every pallet.
- New product cannot be more than 2 years old.
  - Ex: for all of 2018, any production date in 2015 should be written up for old DOT's (unless an old production date is noted in the item description).
  - If an unacceptable production date is found, all items of the part number should also be inspected and the number of 'old' tires and the production dates should be recorded and given to the paperwork employee.

Receiving- Label

- Use the label to verify the product description, quantity of tires on the pallet, production date, and the vendor item number on the manufacturers label.
- Once all of the information is verified, the label should be placed on the top tire of a the stack, facing the front of the pallet.
- If there are any discrepancies with the item description, quantity of tires on the label, or the vendor number, do not place the label on the tire.

Receiving- Label

- The label should be placed on the top tire of the stack and facing the front of the pallet.
- To ensure our label stays on the tire, it should be placed on a small portion of the vendor label. It is important that we do not place the label over any of the important information on the vendor label (item description, vendor part number, or brand name.

Receiving- Label

- Responsibilities of the labeler:
  - Physical verification of the description of the product, the vendor label, and the quantity on the label.
  - Verify the quality of the stack.
  - Spot check the production date of one tire on each pallet to verify the age of the tire is within TR guidelines.
  - Correct placement of the label on the manufacturer's label.
  - Ensure WSPAN and CONS counts are palletized correctly.
  - The truck is not complete until all product is labeled, or the extra labels from pallets that are short/damaged/old production are given to the paperwork employee.

Receiving- Quality Control

- The Quality Control (QC) role provides a second set of eyes to verify the correctness of every tire received assists with identifying and separating changes between different counts.
- The QC employee should be positioned closer to the truck than the paperwork employee. This allows the QC employee time to read the information off the sidewall and communicate it with the paperwork employee.
- All product information is then verified between the QC and paperwork employee.

Receiving- Quality Control

- QC Responsibilities
  - Identify each change in SKU. When the change occurs, the QC employee should read (aloud) the size, service description, and model from the sidewall of the tire.
  - The paperwork employee will verify the information and communicate any additional specifications about the tire that must be checked.
  - Double stack the first two tires of a new SKU to identify the change for the rollers and stackers.
  - Confirm all information and continue to check all information off the sidewall of each tire until there is another change in SKU.

Receiving- Paperwork

- The employee assigned to paperwork is in command of the unloading process from start to finish and is responsible for ensuring the product is correct and the accuracy of the paperwork and write-ups.
- The employee with paperwork will control the speed of the truck and quality of the work performed by the stackers.

Receiving- Paperwork

- Pre-unloading procedures and responsibilities
  - CONS/WSPAN should be marked on all paperwork.
  - Identify all items on back order (B/O). Determine the number of pallets needed for the items on B/O and communicate with the entire team where these priority items will be stacked.
  - Identify the lead and secondary stacker.
  - Ensure the correct amount (and type) of pallets are laid out prior to unloading.
  - Check that the seal on the trailer is in tact and make sure the seal number matches the seal number listed on the B.O.L. If seal is broken, verify the seal number first, then document that the seal was broken on the B.O.L.
  - Install glad hand lock and wheel chocks (if necessary) before opening the overhead receiving door or removing the safety chain across the door.

Receiving- Paperwork

- Once the unloading has begun, the responsibilities of the paperwork employee include:
  - Communicating with the QC employee when new counts come out of the truck
  - Find the correct count on the paperwork and verify all of the necessary information on the sidewall of the tire with the item description on the paperwork.
  - Inspect all tires for damages and manufacturing defects
  - Ensure new counts are separated on the belt by stacking one tire on another of the same count.
  - Communicate the stacking instructions to the employees rolling and stacking and verify that new counts are started on their own pallet.

Receiving- Paperwork

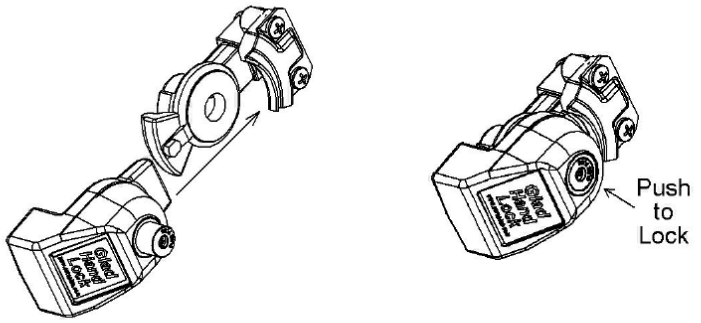
- Responsibilities once the truck is unloaded:
  - Verify with the employee labeling that all labels were used.
  - If all labels were used and no tires were pulled off the belt as incorrect or damaged, the truck was received correctly and the paperwork can be completed.
  - If there are any discrepancies with the product received, the paperwork employee is responsible for documenting all issues on the driver's bill of lading and the Tire Rack receiving evaluation form. All labels associated with the items written up need to be returned to the office with the packet of paperwork for adjustment as well.
  - Verify that the overhead door is closed and locked before removing the glad hand lock and releasing the driver.

Receiving Dock Safety

- Glad hand lock procedures after the truck is completed:
  - The overhead door must be closed and locked from the inside.
  - The employee assigned to paperwork is responsible for unlocking the trailer. This employee must verify the inside door is closed and locked before removing the glad hand lock and releasing the driver.

The lock is designed to fit both thread mount and base mount glad hand couplers. The latch plate on the coupler should be in good condition and not be bent or excessively worn.

To install the lock, slide the ***Glad Hand Lock*** onto the trailer air supply glad hand coupling and push the lock cylinder down until it clicks



To remove the lock, insert the key into the lock cylinder and turn it clockwise approximately 3/4 turn to release the lock.