



# Receiving Cross Dock Orders

## Expectation

The majority of the tires we sell come from the Cross Dock.

Cross Dock deliveries often include:

- Large numbers of products
- Multiple orders on the same truck

To effectively receive Cross Dock orders, you have to:

1. Prepare for the truck at least a day before it arrives.
  - Plan where you will unload the products
  - How and where you will store products
2. Be ready to execute the plan when the truck arrives.
3. Follow the correct procedure to ensure that the **paperwork, physical unloading, and SAP tasks** are all completed.
4. Make sure that each product is scanned and products are sorted in the unloading area.
5. Store all products according to Inventory Storage Best Practices.

## QUESTIONS:

**What does it mean to receive Cross Dock orders efficiently?**

**What does it mean to receive Cross Dock orders correctly?**

**What does it mean to receive Cross Dock orders accurately?**

**Efficiently:** You plan ahead, and prepare for the shipment so that you can receive products with the fewest steps and in the least amount of time. You do it right the first time, so you don't have to re-do it.

**Correctly:** You complete each step in the correct order. You don't skip any steps.

**Accurately:** You scan each and every product one time. You review your scan list and correct any scanning errors before you post.

Receiving Cross Dock orders correctly and accurately  
is critical to ensure accurate inventory.

Instructions

- 1. Read this information carefully.
- 2. Make sure that you can answer the review questions before you take the assessment.
- 3. Practice the entire end-to-end Cross Dock receiving process, including SAP tasks.
- 4. When you are ready, request an observation.
- 5. If you have any questions, talk with your manager, senior assistant, or 5S manager.

What You Will Learn

In this course, you will learn:

- Why it is important to plan ahead for Cross Dock orders
- How to prepare for an incoming Cross Dock truck
- How to receive Cross Dock orders correctly and accurately

Tasks

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## Preparing for a Delivery

Consider this situation:

- You have spent a lot of time organizing your inventory storage.
- The aisles are clear and clean. Tires are organized and stacked correctly, labels out.
- Exits, walkways, fire extinguishers, and electric panels are clear.
- It wasn't easy to find the right place for everything, but you got the job done.
- You deserve to feel proud of your hard work.

You look outside and see the Cross Dock truck arrive. Now what are you going to do? Where will you put all these new tires? How will this impact your inventory storage system?

**Don't put yourself in this position. Be strategic and plan ahead.**

A day or two before the truck arrives:

1. Print and review the Cross Dock order to see what products are coming, and how many of each. Decide where you will store them.
2. Consider: Do you have space for incoming products in the racks?  
Will you need to barrel stock excess product?  
Where will you store all products coming in?
3. Clean the area and make space for the truck and incoming products.  
You will also need a clear offloading area so you can sort tires as they come off the truck.  
Doing a rough initial sort during unloading will make it easier to put tires away correctly.
4. Decide where products will be stored and if current inventory needs to be moved to make room for new stock.

It is your job to ensure the accuracy of a receiving process that includes:

- Physical procedure (paperwork, unloading, storing tires)
- Software procedure on the scanner and Desktop MIM

**Make sure you are prepared.**

## When the Truck Arrives

### Before You Break the Seal

When the Cross Dock truck arrives, there are several things you need to do **BEFORE** you break the seal and begin unloading products:

1. Obtain the Bill of Lading (BOL) and Packing List from the driver.  
The Bill of Lading lists what should be on the truck.  
Make sure that the BOL is for your store. Double check the store address.
2. On the BOL, write down:
  - Truck arrival time
  - Seal number
  - Your initials

If ...	Then ...
The seal has been compromised,	<ol style="list-style-type: none"> <li>1. Contact your Cross Dock immediately</li> <li>2. Write a note on the BOL indicating the breach</li> <li>3. Send an email to your Inventory Analyst with this information</li> </ol>

3. Verify that the seal matches the paperwork before breaking it. This ensures that your delivery has not been tampered with or compromised between stops.

## Unloading the Truck

Now you are ready to unload. Have two qualified employees:

- One person unloads and scans each tire.
- After each tire is scanned, the second person stacks it.

### Scanning Products

Log into the scanner, and follow the steps to receive Cross Dock orders. (See *Accurate Inventory and Receiving* for details.)

Scan **each and every product** as it comes off the truck.

- Make a note of how many of each article you should be receiving. (ex: 4 scanned of 9)  
Knowing how many more to scan makes it easier to place products in the sorting area.
- Verify that the count updates on the scanner.

After you have scanned all products, save the scans.

The screenshot shows the 'Article Scan' screen. At the top is a label 'GTIN or Article' with a yellow input field. Below it, 'Last Item Scanned:' is followed by '10060' and 'Qty: 4/9'. Underneath that is '20/11.00R9 E GBC AFTBR'. A red box highlights 'Qty: 4/9'. Below this, 'Total Scans: 21' is displayed, with another red box around '21'. At the bottom, there are four buttons: 'ENT OK', 'F1 Save', 'F2 Item O', and 'F4 Back'. Red arrows point from the text in the 'List-Group' block to the 'Qty: 4/9' and 'Total Scans: 21' fields.

### Sorting Area

Make it easier to put away inventory. Sort product as it comes off the truck into separate sections of the offloading area:

- Upstairs products separate from downstairs
- Top 10 locations separate from normal storage
- Managed Inventory orders
- High quantity product that will need to be barrel stacked

Make sure both employees know where different products will be staged in the unloading area.

## Posting Goods Receipt

As soon as you finish scanning products off the truck, and **BEFORE** you begin putting products away, go into the manager's office and post Goods Receipt in Desktop MIM.

The most important part of the posting process is to identify any potential scanning errors.

1. Review the overages and shortages list, and verify your counts.
2. Correct any scanning errors.
3. Post.

## Overages / Shortages

Overages and shortages happen when the products we receive don't match the products on the order. It is important to report overages and shortages on the BOL, because this helps the Inventory Accounting department reconcile the shipment.

**Important:** Discrepancies caused by scanning errors, e.g. label that can't be scanned, are NOT real overages or shortages. It is important to review the overages/shortages list in Desktop MIM and correct **ALL** scanning errors before you Post Goods Receipt.

**After** you have corrected scanning errors, note the overages and shortages in Desktop MIM, if there are any, and record them on the BOL.

Record this information on the BOL:

- Total Overage
- Total Shortage
- Total Damaged
- Total Qty Received  
(including damaged)

QUANTITY	OVER	SHORT	DAMAGE
57	2	-3	1
57-----	TOTALS-----		

## Before the Truck Leaves

1. Review the copy of the next stop's manifest and make sure that the seal number matches.
2. Apply the seal to the truck door after shutting. This ensures that the next stop can verify that their delivery has not been tampered with.
3. The complete Bill of Lading must be signed by the driver and the DT/AT employee.

## Putting Inventory Away

Follow best practices for organizing tires to put new inventory away.

After the job is finished, audit your inventory storage area to verify that the work has been correctly completed.

## Review Questions

Sequence the following steps of the Cross Dock receiving process.

- ☐ On the BOL, write down the truck arrival time, seal number, and your initials.
- ☐ Break the seal.
- ☐ Get the Bill of Lading (BOL) and the packing list from the driver.
- ☐ Verify that the seal number matches the paperwork.

Sequence the following steps of the Cross Dock receiving process.

- ☐ Sort products into separate sections in the offloading area.
- ☐ Put products away.
- ☐ Post Goods Receipt in Desktop MIM.
- ☐ Save counts on the scanner.

Sequence the following steps of the Cross Dock receiving process.

- ☐ Record total overage, total shortage, total damaged, and total quantity received on the BOL.
- ☐ Review next stop's manifest and make sure that the seal number matches.
- ☐ After shutting the truck door, apply the seal.
- ☐ Have driver and DT/AT employee sign the complete Bill of Lading.

Why is it important to prepare for the truck ahead of time?

- ☐ You will know what products to expect and how many of each you will receive.
- ☐ You can decide where to store products before they arrive.
- ☐ You can receive products with the fewest steps and in the least amount of time.
- ☐ You can clean the inventory area and make space for the truck and incoming products.
- ☐ All of the above

Scanning each and every product as it comes off the truck will result in more accurate inventory.

- ☐ True
- ☐ False

How can you make sure that Cross Dock Orders are received correctly and accurately?

(select all that apply)

- ☐ Scan each and every product one time as it comes off the truck.
- ☐ Review your scan list and correct any scanning errors before you post.
- ☐ Complete each step in the correct order. Don't skip any steps.
- ☐ Barrel stack excess product away from exits and fire extinguishers.