



DISCOUNT TIRE UNIVERSITY

## Receiving Cross Dock Orders Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

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### Before and When Truck Arrived

Done	Action
	<b>Before the truck arrived:</b> Cross Dock order was reviewed and the area prepared for the incoming shipment.
	<b>When the truck arrived:</b> Employee wrote truck arrival time, seal number, and initials on the Bill of Lading (BOL). The seal was then matched to the paperwork before breaking it.

### Unloading

Done	Action
	Employee used the handheld scanner to scan each and every product as it came off the truck.
	Employee regularly verified counts on the scanner.
	Products were sorted into separate sections in the offloading area.

### Before Truck Departed

Done	Action
	Employee logged into Desktop MIM, reviewed overages and shortages list, and corrected any scanning errors.
	Employee posted Goods Receipt in Desktop MIM.
	Employee noted any overages and shortages on the BOL.
	Employee reviewed a copy of the next stop's manifest to match the seal, and applied the seal to the truck door after shutting it.
	Driver and employee both signed the BOL.

### After Truck Departed

Done	Action
	Employees followed Best Practices for organizing tires to put new inventory away.

### Comments