Receiving Cross Dock Orders

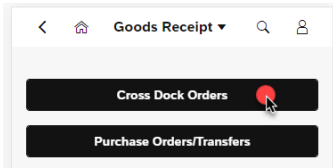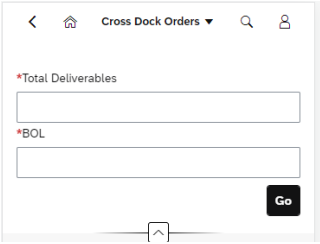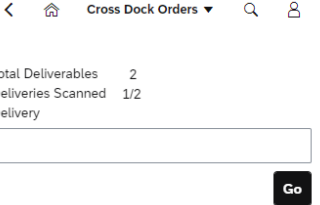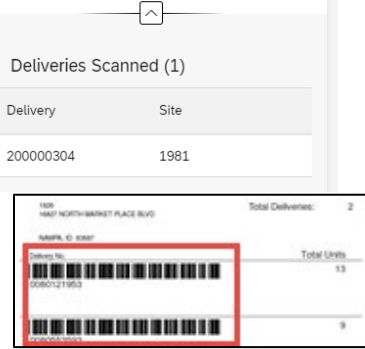|	
Multiple Orders	**Cross Dock:** You can receive multiple Cross Dock orders at the same time. Orders from external vendors must still be received one at a time. **Related Topics:** Receiving Products and Non-Merchandise Orders for general receiving information Bill of Lading Best Practices Researching Orders In Desktop MIM
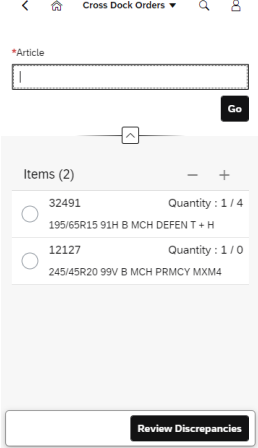
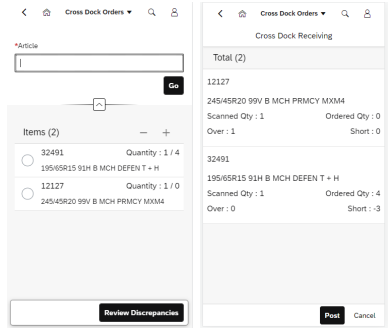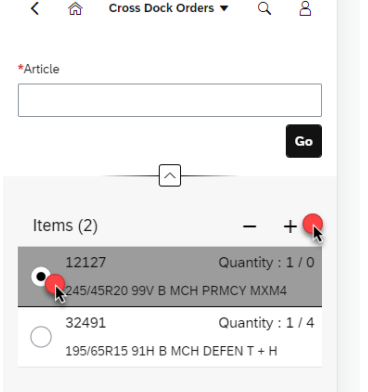**Unloading the Truck**

Cross Dock:
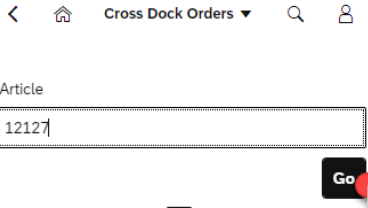
Step	Action
1	Obtain Bill of Lading (BOL) and Packing List from driver and verify your store address is listed.
2	Record truck arrival time and seal number on BOL and initial.
3	Verify seal matches manifest and break seal. The purpose of this step is to ensure that your load has not been tampered with or compromised between stops. **Note**: If the seal has been compromised, please contact your Cross Dock immediately, and write a note indicating the breach on the BOL. Also, please send an email to your Inventory Analyst with this information.
4	After logging into the handheld scanner: Select **Receive Orders** tile.
5	Select **Cross Dock Orders**.

Receiving Cross Dock Orders on the Handheld Scanner (continued)

Follow these steps to receive Cross Dock orders on the Handheld Scanner.
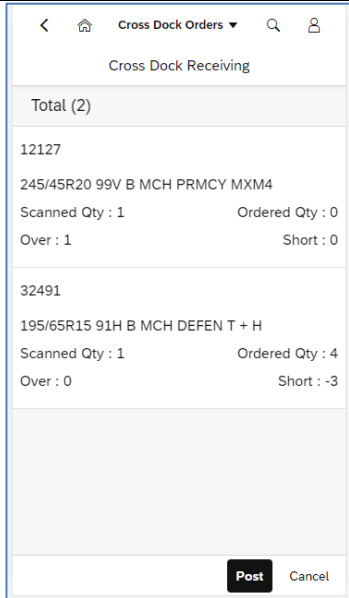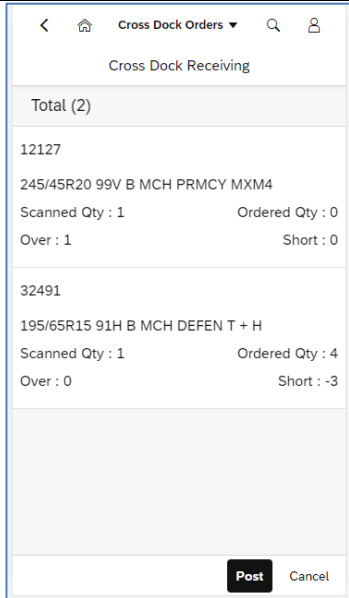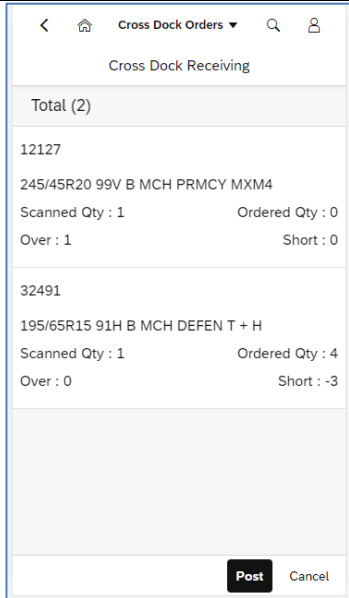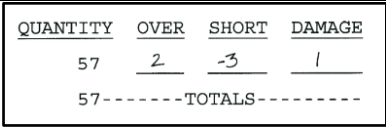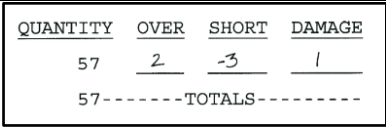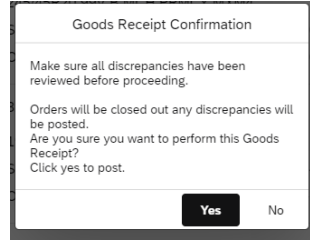
Step	Action
6	From Cross Dock paperwork, enter the number of Total Deliveries on the BOL into the 'Total Deliveries' field. Press **Go**.
7	Scan the BOL number from the **white copy** of the Cross Dock paperwork. All orders on the BOL will populate, and you will be able to begin scanning product immediately. **Proceed to Step 8.** Rarely, one or more orders may not display automatically. In this case, scan the barcode for the missing order(s). If you can't scan a barcode, key in the number under the barcode *(for example: 200188730)*. Press **Next** to complete scan of OBDs.
8	Scan each barcode *(or key in the Article number and press **Go**)* for each tire/wheel/accessory or box of wiper blades as it comes off the truck. **Note:** It is important to regularly verify scans increase.

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Receiving Cross Dock Orders on the Handheld Scanner (continued)	**9**	To review scans, press **Review Discrepancies**. To go back to previous screen, press **Back (back key on scanner or < arrow on top right)**.	
	10	If any corrections need to be made, press **Back (back key on scanner or < arrow on top right)** and select line item and **+ or –** to change quantity.	
	11	To add new articles, scan article or enter article number and click **Go**.	
	12	Proceed to next section.	

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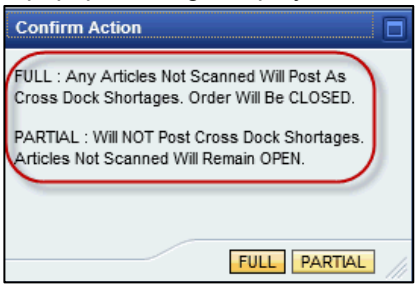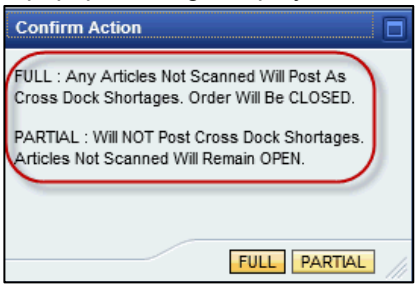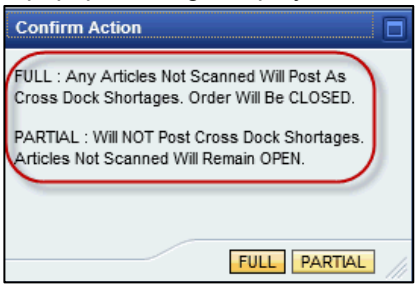
Reviewing Scans on Mobile MIM
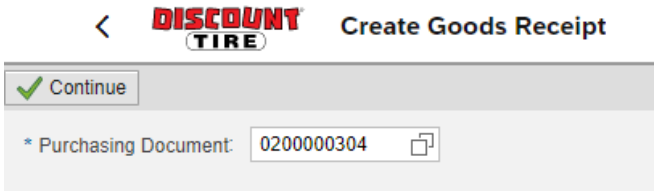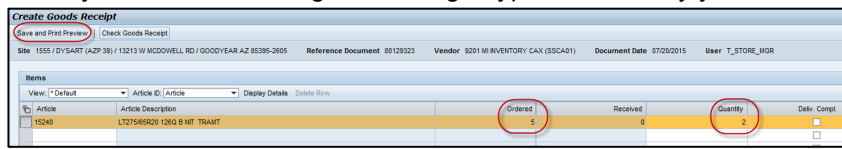
Follow these steps to post the Goods Receipt.

Step	Action
1	When all discrepancies have been addressed and you are ready to post, note the following information on the BOL paperwork: • Total Overage • Total Shortage • Total Damaged • Total Scan Quantity in the 'Qty Received' space (this total would include damaged product) **Important:** To help improve inventory accuracy for your store, you must improve the accuracy of your deliveries. Filling out the BOL and recording overages and shortages correctly will allow us to identify opportunities for improvements. <table><tr><th>Example of MIM display of over/short:</th><th>Example of how to fill out BOL with the corresponding information:</th></tr><tr><td> **Note:** Damaged product is not identified on the Desktop MIM screen. For how to fill this out, please see page 6.</td><td></td></tr></table>
2	Click **Post**.
3	The Goods Receipt Confirmation pop up box will appear: <table><tr><th>If…</th><th>Then…</th></tr><tr><td>You have reviewed discrepancies,</td><td>Click **Yes** and proceed to Step 4.</td></tr><tr><td>You want to review discrepancies again,</td><td>Click **No** and review discrepancies, then proceed to post.</td></tr></table>
4	Click **Yes** to post.
5	Once the Goods Receipt has been posted, you will receive a confirmation message.

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Backup Process: Receiving Cross Dock Orders in Desktop MIM

Note: This is not the recommended process, but <u>only</u> to be used if your scanners are not working. Contact the Service Desk to get scanners working.

Follow these steps to receive Cross Dock orders in the Desktop MIM.

Step	Action
1	After logging into the Desktop MIM, click **Post Goods Receipt**. (This option is only available to managers.)
2	Enter the delivery number from the manifest and press **Continue**. ‹ **DISCOUNT TIRE** **Create Goods Receipt** ✔ Continue * Purchasing Document: 0200000304
3	For any item with a shortage or overage, type the Quantity you received. Create Goods Receipt Save and Print Preview Check Goods Receipt Site 1555 / DYSART (AZP 39) / 13213 W MCDOWELL RD / GOODYEAR AZ 85395-2605 Reference Document 80129323 Vendor 9201 MI INVENTORY CAX (SSCA01) Document Date 07/20/2015 User T_STORE_MGR Items View: *Default Article ID: Article Display Details Delete Row Article	Article Description	Ordered	Received	Quantity	Deliv. Compl. 15240	LT275/65R20 126Q B NIT TRAMT	5	0	2	☐
4	Click **Save and Print Preview**.

Step	If …	Then …
5	If you received everything with no exceptions, or with an overage,	The Goods Receipt document is created with quantities received, and the order is closed.
	If there is a shortage,	A popup message displays: **Confirm Action** FULL : Any Articles Not Scanned Will Post As Cross Dock Shortages. Order Will Be CLOSED. PARTIAL : Will NOT Post Cross Dock Shortages. Articles Not Scanned Will Remain OPEN. FULL PARTIAL Click either • **FULL** to accept shortages and close the order (if you have received all you will receive). **(Stores will always choose this option)** • **PARTIAL** *(for DTD only)* to post what you have received and leave the order open for future delivery. The Goods Receipt document is created with quantities received.

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Receiving Damaged Product

Damaged product can only be identified and received on the Handheld MIM.
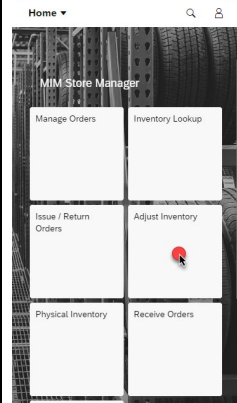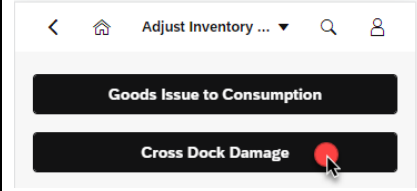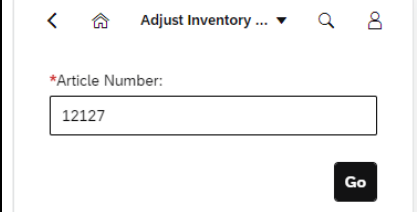
Follow these steps if you have received damaged product:

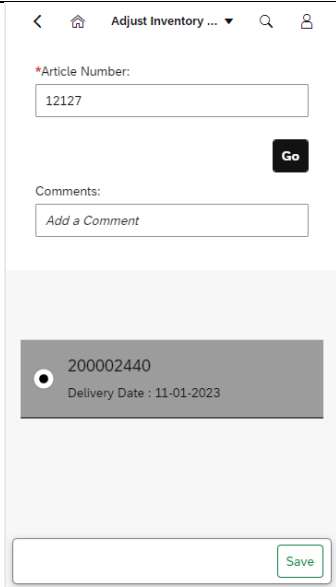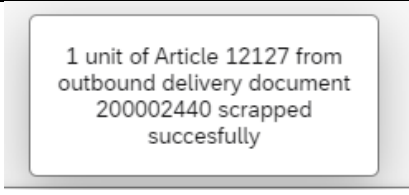| Step	Action
1	Prior to driver's departure, examine tires for damage (e.g., kinked beads) or open boxes to determine if a wheel is damaged.
2	Damage MUST be noted on BOL and packing list.
3	Driver may take photo of damaged product.
4	Scan and receive product using the receiving process.
5	You now need to identify this product as damaged. Follow instructions for Handheld Scanner.
6	After you have identified this product as damaged in Handheld Scanner, you can scrap the damaged wheel(s)/tire(s).

Identifying Damaged Product on Handheld Scanner

After you have received the damaged product, follow these steps on the Handheld Scanner to identify it as damaged.

Note: If an article was not on original order or over 30 days, you must contact your AVP to correct inventory.

Step	Action
1	Select **Adjust Inventory** tile.
2	Select **Cross Dock Damage**.
3	Scan or key in the Article Number for the damaged product and press **Go**. **Optional:** Type damage description in the 'Comments' field.

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Identifying Damaged Product on Handheld Scanner (continued)	**4**	Select the correct Outbound Delivery by entering the line number into the available field. Add any comments about damage. **Note:** There may be multiple Outbound Deliveries listed. Press **Save**.	
	5	Review the completion message.	

Contact

Contact your Cross Dock when checking on delivery statuses, load quantity issues, damage to your store (also contact your regional office), missed deliveries, or late deliveries:

For **CAR, FLO, GAA, TNN, VAR**
Contact the Fairburn, GA Cross Dock location (**GAX 01**) at 1-770-306-1076 opt #3

For **ILC, INI/OH, MIE, MIW, MNM, KSK**
Contact the Elgin, IL Cross Dock location (**ILX 01**) at 1-630-503-4265

For **TXD, TXH, TXS, NMA, OKO, COD (except COG 01)**
Contact the Dallas, TX Cross Dock location (**TXX 01**) at 1-972-225-0564

For **AZP, CAL, CAS, CAN, NVL, UTS, WAS/OR, COG 01**
Contact the Perris, CA Cross Dock location (**CAX 01**) at 1-951-580-2009