

## Damaged Bag Tote Handling Procedure

Bags and Totes of food products are inspected during receiving for the following:

- Severe damage due to shifting cargo and or wet product
  - Contamination from a foreign substance
  - Pest infestation
  - Condition of shrink wrap and packaging
  - Physical damage to the bag or tote causing spillage of product
  - Physical damage to tote product causing spillage of product
1. Severe damage due to shifting cargo and or wet product
    - a. When receiving the product from a trailer delivery and there is severe damage causing spillage from multiple bags and pallets, the shipment is to be rejected. The forklift operator must stop unloading the trailer and notify the Warehouse Manager of the problem. Pictures of the damaged product will be taken with a notification to the customer. Receiving of the product will resume only when the Warehouse Manager obtains written authorization and instruction from the customer.
  2. Contamination from a foreign substance
    - a. The cargo must remain in the trailer or container.
    - b. The Floor Manager is to be notified immediately. The Floor Manager will then work with the Shipper / Supplier to determine the source of the contamination.
  3. Pest Infestation
    - a. The cargo must remain in the trailer or container
    - b. The warehouse manager is to be notified that pictures can be taken and supplied to the customer
    - c. After pictures are taken, the trailer is to be sealed back up and moved away from the loading dock while the warehouse manager awaits instruction from the customer
  4. Where it is determined that the shrink wrap is deficient
    - a. The pallet-tote will be moved to the shrink wrap machine for wrapping the pallet. Additional pallets wrapped will be noted on the receiving tally.
    - b. Photos of the pallets requiring additional wrapping and saved against the transaction will be taken.
  5. Physical damage to bagged product causing spillage of product

- a. During receiving, if bags are found to be damaged with product spilling, take photos of the damaged product. The picture should be taken whenever possible while the product is still on the truck/container.
- b. Damaged bags will be removed from the pallet. This may sometimes require restacking all or part of the pallet.
- c. The damaged bag(s) will be placed in a plastic bag to prevent further spillage and put on a separate pallet.
- d. The quantity of bags on the pallet received is adjusted in the WMS.
- e. A new pallet label is generated for the pallet containing the damaged product.
- f. Note the quantity of damaged bags on the receiving tally and carrier's bill of lading (truck deliveries)
- g. Pallets containing damaged products are then placed in the Damage Location in the warehouse.
- h. Notify the customer within 24 hours of the quantity of damaged bags received. The customer will then provide a disposition on how to handle the damaged product.