Damaged Bag/Tote Procedure

Receive bags or totes

Product contaminated?

YES

- The cargo must remain in the trailer or container.
- 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.

NO

Severe damage?

YES

- Notify the Warehouse Manager of the problem.
- Pictures will be taken of the damaged product with notification to the customer.
- Receiving of the product will resume only when the Warehouse Manager obtains written authorization and instruction from the customer

NO

Pest Infestation?

YES

- The cargo must remain on the trailer or container.
- The Warehouse Manager is to be notified.
- Pictures are taken and sent to the cargo owner.
- The trailer or container must be resealed and moved away from the dock doors.

NO

Damaged bags?

YES

- Take photos of the damaged product. The picture should be taken while the product is still on the truck/container whenever possible.
- Damaged bags will be removed from the pallet. In some cases this may require re-stacking all or part of the pallet.
- The damaged bag(s) will be placed in a plastic bag to prevent further spillage and then placed on a separate pallet.
- The quantity of bags on the pallet received is adjusted in the WMS
- A new pallet label is generated for the pallet containing damaged product
- The pallet with damaged product will then be moved to the damage location in the warehouse

NO

Deficient shrink wrap?

YES

- 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.
- Photos will be taken of the pallets requiring additional wrapping and saved against the transaction

NO

Damaged totes?

YES

- During receiving if totes are found to be damaged with product spilling take photos of the damaged product. The picture should be taken while the product is still on the truck/container whenever possible.
- Damaged totes containing dry product with product spilling may be patched temporarily to prevent further spillage of the product
- Damaged totes containing liquid product must be transferred immediately into another tote.
- The tote will then be moved to the damage location in the warehouse
- Note the quantity of damaged totes on the receiving tally and carriers bill of lading (truck deliveries)
- Notify the customer within 24 hours of the quantity of damaged bags received. The customer will then advise if the product is to be destroyed or resold as non food grade product. In some cases the product may be transferred into another tote

NO

- Update receiving tally to note quantity of product received
- Verify product markings for:
  - Expiration date
  - Lot and or batch number
  - Quantity of bags per pallet
- Affix pallet ID Label to pallet or tote
- Move pallet to warehouse stow position
- Scan pallet ID and update final warehouse location

YES

Problem resolved?

Problem not resolved