

Post-sort Remainder Storage Procedures

POM-003

ZMURF

(approved by signatures here)

Purpose

Packages may be forgotten under, around, or at the end of conveyor belts post-sort. This adds work to the next sort, and it may delay the shipment of some packages. We can reduce the volume of customer questions and complaints by storing away these “remainders.” Operations Managers or QA should relocate them to their designated storage areas post-sort.

Scope

This process includes Operations Managers and QA.

Definitions

Tugger: A gliding electric vehicle that tows hitched boxcars

Boxcart: A wheeled, three-walled cart with a hitch used to transport packages in the warehouse

IC: A package is “InConveyable” if it’s too big, too heavy, prone to rolling, or shaped such that it could easily break or cause jams on the conveyor. See “**PH-05: IC Definitions**” for examples and specific measurements.

Hazmat: Short for “hazardous material,” a hazmat is any package with flammable, explosive, or poisonous contents. Hazmats should be marked with a sticker that explains what’s inside.

References

QA-10: Hazmat handling procedures

PH-09: Tugger safety manual

M-04: Walkie-talkie setup and use

M-05: Package codes listing


Requirements

Tugger driving certification card

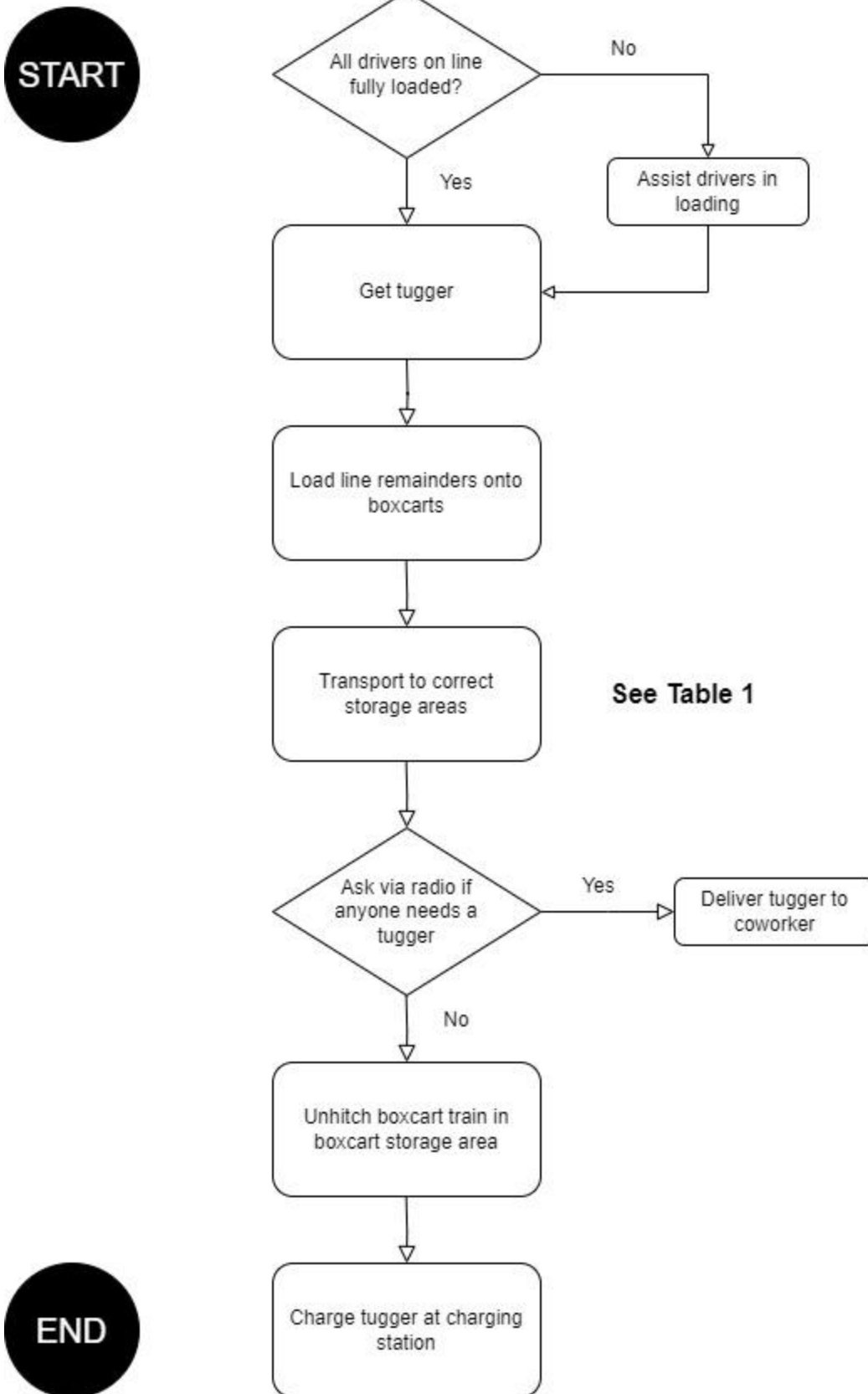
Employee ID card

Walkie-talkie

Potential hazards

 *Crashing the tugger into objects, people, or other drivers*

 *Risk of cuts, burns, or poison from damaged hazmats*



1. Make sure all the drivers on your line are fully loaded

Help package handlers load all trucks on your dock. Don't leave your dock, except for emergencies*, until all drivers arrive and check the packages inside and outside their trucks. Workers leaving before drivers do this is a major cause of abandoned packages. Drivers often write codes on packages and leave them on the dock; it's not their duty to store them away.

* Examples of emergencies include:

- Running a package to a different dock before a driver there leaves
- Unclogging a jam
- Helping another line in an “avalanche” situation
- Any other urgent task

Stack all coded packages (except damages) on rolling carts on the floor, past the end of the dock. Keep damages on the floor and out of the way.

After **ALL** the drivers on your belt have checked **ALL** their packages, go to step two.

2. Get a tugger

Use your walkie-talkie to ask if any coworker has a spare tugger. Tugger availability may be limited depending on whether your line finishes before or after others.



Review “M-04: Walkie-talkie Setup and Use” for how to use a walkie-talkie.

Also, make sure the floor is free from debris or carts before your coworker brings the tugger.

3. Load the remainders onto the boxcars

Load all remainders onto the boxcars, making sure to follow safe IC handling procedures. Hook any boxcart's net onto its high-up latch if you risk packages tumbling out.

4. Transport the remainders to their matching storage areas

NOTICE

Always carry your tugger driving certification card.

⚠ WARNING

Not beeping the horn around corners, driving or turning too fast, and other dangerous practices can result in injury or death. Consult the “Tugger Safety Manual (PH-09)” for safe driving practices.

Drive the tugger to the designated storage areas in the northwest area of the warehouse. Then store remainders according to this table.

Type of remainder	Storage location	Storage instructions						
“Too late” packages	Storage A*	Packages that didn’t make it out in time will arrive first at the next sort. Store them on the shelves labeled “NEXT DAY.”						
ICs	Storage B*	Never stack heavy ICs on top of each other or in an area where they may pose a tripping hazard. Lightweight ICs, however, such as pool noodles, are okay to stack on heavy ICs, such as recliners. Unless unavoidable, do not lean long ICs against a wall where they may fall.						
Hazmats	Hazmat Storage*	Match your hazmat’s sticker to the corresponding sign on the wall. Keep packages separate even if they have the same contents.						
Damages (10s)	QA room	Store packages damaged by liquid in red “10” totes. Place packages with damaged solids (for example, glass) on black “10” pallets.						
Coded (non-damaged)	QA room	<table border="0"> <tr> <td>black pallets</td> <td>01, 04–09, 13–15</td> </tr> <tr> <td>carts</td> <td>02–03, future bulk (see below)</td> </tr> <tr> <td>QA tables</td> <td>11–12</td> </tr> </table>	black pallets	01, 04–09, 13–15	carts	02–03, future bulk (see below)	QA tables	11–12
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Refrigerated / Frozen	Cold Storage*	Store in the appropriate labeled receptacles. Keep food items a few inches apart from each other to prevent contamination.						
Future bulk deliveries	Tell QA	QA will assign these to carts and label them with a sign that explains when they will go out for delivery. See QA-09.						

NOTICE

To unlock any closed storage bay door, hold your employee ID badge to the card reader.

5. (optional) Deliver your tugger to a coworker

If during the previous step another Operations Manager asks for a tugger, and you're done or almost done unloading, use your walkie-talkie to radio them back. Once you no longer need your tugger, drive it to them. This will prevent the next two steps from needing extra time and work to undo.

6. Unhitch your boxcars in the boxcart parking area

Drive the tugger to the boxcart parking area. This is the zone marked by striped yellow tape in the north area of the warehouse, south of the break room.

After parking the tugger, unhook the chain and unwrap it from the bolt. Then lift the bolt out from the hitch. Leave the chain and bolt on the first boxcart in your now-separate train to avoid a potential tripping hazard. Figure 1 below shows these steps.

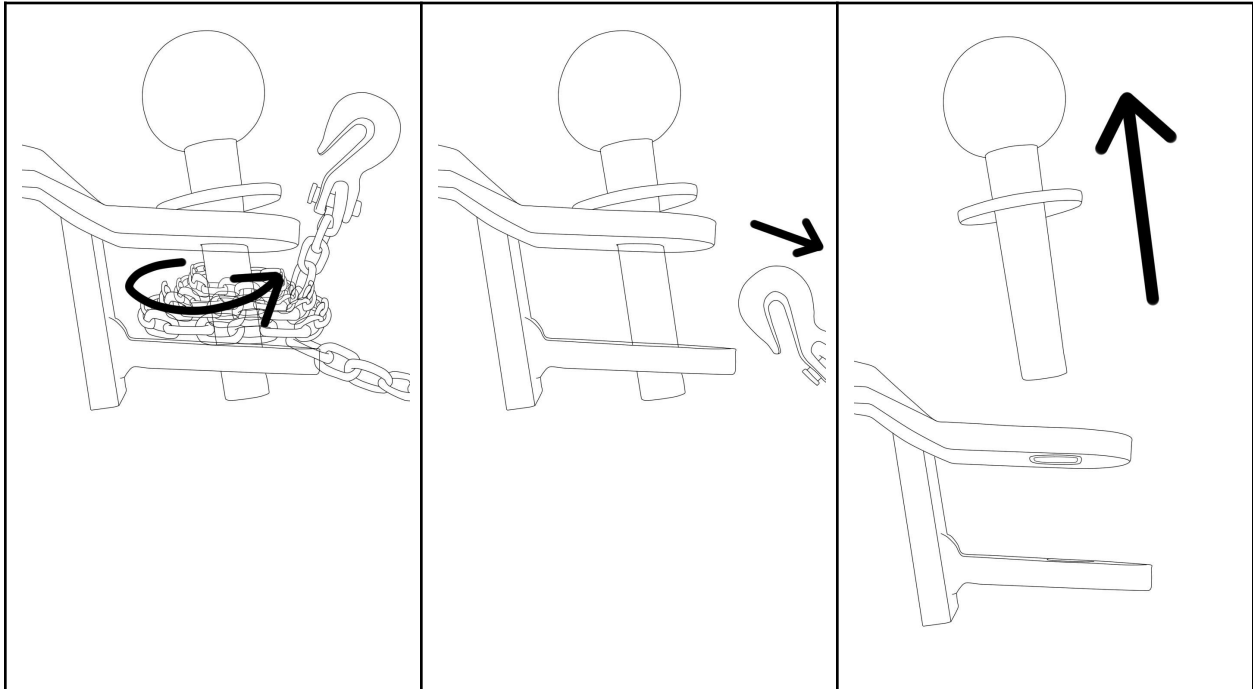


Fig. 1: Separating the boxcart train from the tugger



Review “PH-09: Tugger Safety Manual” for more information.

7. Finally, charge your tugger at the charging station

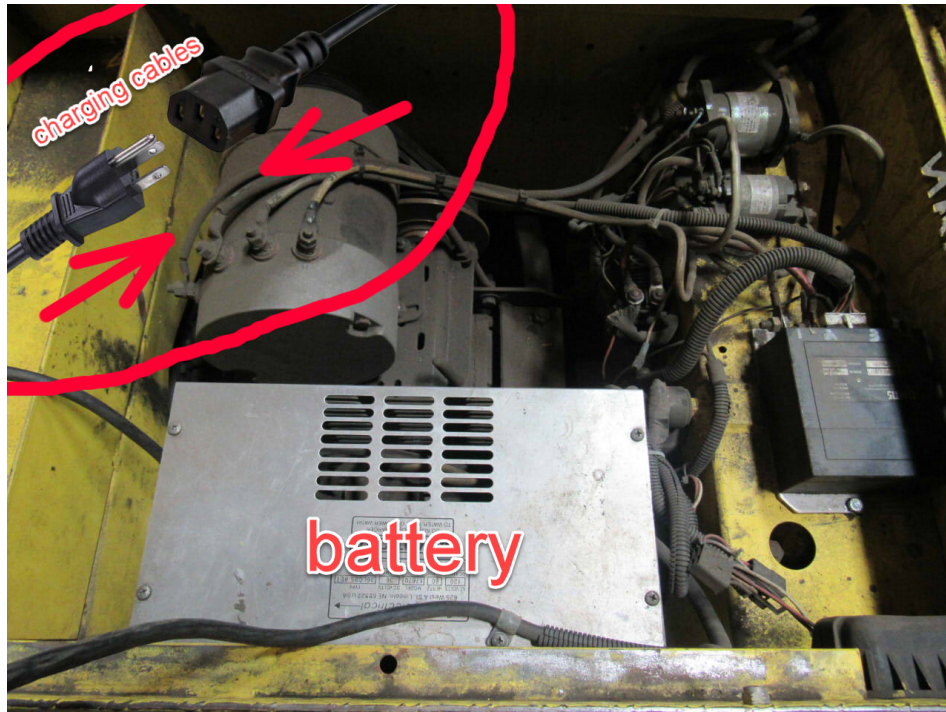


Figure 2: Plugging the battery cable into the charging socket

Drive to the tugger charging station, east of the northern break room, and reverse up to a vacant charger. Open the tugger's rear hatch and locate the charging cable connected to the battery (see Figure 2). Then remove the charging station's cable from its hook and secure its female port to the tugger's male plug.

The tugger beeps to indicate when it starts charging. The dashboard also shows these lights:



Charging



Full battery