SOP – Ford Dock Twin Cities

These procedures are to be followed daily at the Ford Dock in Menomonee – report any variances or issues to your supervisor immediately. In addition, all personnel must also comply with all Ford guidelines, such as signing in and out as a visitor.

Cross Dock

- Arrive at designated time
- Unload all Ford returned parts
  - To the designated area
  - Cross Dock personnel to acknowledge receipt
    - Sign proof of delivery
    - Return one copy to office
    - Mendota Heights
    - Dakotas
    - Chippewa Falls
- Scan all referral shipments – W-7, W-8 & W-9
- Mendota Heights (W-8) load scanned parts onto truck
- Chippewa Falls (W-9) load scanned parts onto truck
- Dakotas (W-7) will pick up later
- Depart for Ford HVC

Prepare

- Arrive at scheduled time
- Go to designated area, between dock doors
- Unlock cage
- Make sure scanners are fully charged – keep scanners in chargers/cradles when not in use
- Turn on computer
- Log in to computer
  - Select username: FordScanTrac
- Plug Sprint Card into computer’s UBS Drive
- Click on Sprint icon on computer’s home screen
- Click on “connect” in Sprint SmartView box
- Open email by clicking on Lanter Mail icon
- Log in to email
  - Enter username: fordtwincities
  - Enter password: A60c219eb7
- Answer any e-mails
- Open OMS (Operational Management System) by clicking on OMS icon
  - Enter username: fordtwincities
- Stage area for sorting by placing carts and/or pallets in designated locations
- Receive empties and/or returns from driver(s)
- Place any empties, such as totes, cages, pallets or carts and returns in designated locations

**Receive/Scan**
- Receive freight from Ford HVC
- Obtain scanner from designated area
- Scan freight as it is dispatched by Ford personnel (reference scanning instructions)
- Mark each Shipping Label after scanning to identify that it has been scanned, and if unsure a package has been scanned, scan it again
- Return any carts received from Ford to designated areas
- Transmit scanned data frequently to OMS
- Once all freight has been received from Ford, make sure all scanned data has been sent to OMS

**Sort**
- Sort freight by routes as you scan
- Place freight in designated areas, onto pallet or into carts

**Once all freight is received, scanned and sorted for a designated route:**
Confirm all freight received for route by asking Ford personnel, and verify all freight scanned by checking OMS – count pieces and check number recorded on OMS per route code

**Pack**
- Pack freight onto pallets or into carts, as applicable
- Shrink wrap all palletized freight
- Place corresponding sort/destination codes on each pallet/cart of freight

**Load**
- Load freight onto designated vehicles
- Use load bars and/or carts to secure freight to minimize damage during transportation
- Confirm each driver has all freight and paperwork
- Release each driver for departure
Print

- Print Destination Manifest for line haul
  - Select Destination Management tab
  - Select today’s date – start and stop
  - Select route code list
  - Select Run Reports
  - When Destination Manifests appear, select (disk on screen) “export”
  - Print Destination Manifests

- Print Delivery Manifest for line haul
  - Select Delivery Manifest tab
  - Select today’s date – start and stop
  - Select route code list
  - Select Run Reports
  - When Delivery Manifests appear, select (disk on screen) “export”
  - Print Delivery Manifests

Reports (examples follow on pages 5 - 7)

- Create reports for email distribution from OMS
  - Delivery Manifest
  - Destination Manifest
  - Daily Summary
  - Damaged Parts
  - Inbound Parts

- Create report for email distribution from excel / desktop
  - Twin City Daily Ford Report

- Save files to desktop
- Create email to “Ford Distribution List”
- Attach 6 reports
- Send
Shut Down

- Log out of OMS and email
- Close all programs and turn computer off
- Place scanners in charger/cradles
- Place Sprint Card and scanners in tool box
- Lock cage with Sprint Card and scanners on chargers/cradles inside (so chargers remained charging)
- Straighten and clean area, such as sweep designated area and take out trash
- Check supplies, such as paper, printer ink, etc., and report any needed items to your supervisor
- Leave Ford
OMS Reports:

**Delivery Manifest Report**

**Destination Manifest Report**

**Daily Summary Report**

**Damaged Parts Report**

**Inbound Parts Report**
Excel Reports:

**Sheet 1: Refused Shipment Report**

<table>
<thead>
<tr>
<th>Date</th>
<th>Carrier Number</th>
<th>Priority</th>
<th>Description</th>
<th>Customer Name</th>
<th>Customer City</th>
<th>Reason of Refusal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2023</td>
<td>123456789</td>
<td>Priority</td>
<td>Shipment 1</td>
<td>ABC Corp.</td>
<td>New York</td>
<td>Nothing Refused</td>
</tr>
<tr>
<td>1/2/2023</td>
<td>987654321</td>
<td>Priority</td>
<td>Shipment 2</td>
<td>XYZ Ltd.</td>
<td>Chicago</td>
<td>Heavy</td>
</tr>
<tr>
<td>1/3/2023</td>
<td>567890123</td>
<td>Priority</td>
<td>Shipment 3</td>
<td>DEF Corp.</td>
<td>Los Angeles</td>
<td>Nothing Refused</td>
</tr>
<tr>
<td>1/4/2023</td>
<td>321098765</td>
<td>Priority</td>
<td>Shipment 4</td>
<td>GHI Ltd.</td>
<td>San Francisco</td>
<td>Heavy</td>
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</tbody>
</table>

**Sheet 2: Damage Report**

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Damage Description</th>
<th>Carrier Number</th>
<th>Coordinates</th>
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</thead>
<tbody>
<tr>
<td>2/1/2023</td>
<td>Twin Cities</td>
<td>Damage 1</td>
<td>111111111</td>
<td>Long</td>
</tr>
<tr>
<td>2/2/2023</td>
<td>Twin Cities</td>
<td>Damage 2</td>
<td>222222222</td>
<td>Medium</td>
</tr>
<tr>
<td>2/3/2023</td>
<td>Twin Cities</td>
<td>Damage 3</td>
<td>333333333</td>
<td>Short</td>
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</table>

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<tr>
<th>Date</th>
<th>HCC C/O</th>
<th>HCC O/O</th>
<th>HCC M/O</th>
<th>HCC F/O</th>
<th>HCC P/O</th>
<th>HCC T/O</th>
<th>MCC C/O</th>
<th>MCC O/O</th>
<th>MCC M/O</th>
<th>MCC F/O</th>
<th>MCC P/O</th>
<th>MCC T/O</th>
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<th>Extra Totes</th>
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**Sheet 4: Tote Count Report**

<table>
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<tr>
<th>Date</th>
<th>Twin Cities Tote Count Report</th>
<th>Twin Cities HCC Tote Count Report</th>
<th>Twin Cities MCC Tote Count Report</th>
</tr>
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<td>3/15/2015</td>
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<td>20</td>
<td>10</td>
</tr>
<tr>
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