Subject: This work instruction describes how to offload, store and ship out returnable containers and racks. Items in blue font describe electronic updating process in CSCN system and tote cleaning activity that has been added.

Equipment:

1) Forklift / Tugger
2) CSCN access
3) Container Identification Reference Guide
4) Outbound Ship Schedule

General Requirements:

- See Standardized Work Instruction (SW-04: Unloaders; SW-05: Loaders; SW-02: Safe Trailer Entry; SW-13: Returnable Container Handler; SW-16: Shipping Clerk and CSCN Instructions).
- See JSA (Job Safety Analysis).

Special Requirements:

- Returnable containers, carts, totes and/or racking are received from the Plant (WI-16: Plant OB Shipping Instructions) and are either stored in designated operating areas, staged for return to specific CNH suppliers (per defined ship schedule) or moved within the warehouse to specified assembly areas.

Returnable Container Processing Instructions

Unloading Shuttle Loads from the Plant:

1) Ensure assigned returning shuttle trailer is safe to enter (SW–02: Safe Trailer Entry).
2) Unload all items on the trailer, verify contents against trailer manifest & stage in designated lanes in the INT dock area.
3) Separate & stage Plant parts in staging lane to be taken to the designated shipping or storage area (WI-26: Part Shipments to Suppliers).
4) Inspect all dollies and returnable containers for returned parts (QCR parts will be tagged), separate QCR parts in the staging lane to be taken over to the QCR Area.
5) Inspect staged returnable containers, racks and dollies for obvious visible damage. If a damaged returnable container, rack or dolly is found, notify the Supervisor immediately!
   ✓ Complete a Damaged Container Report & tag item.
   ✓ Tag & move damaged returnable containers and racks to designated NCP area determined by the Supervisor (either temporarily placed in yard or taken to repair aisle for contractor J&B to repair).
   ✓ Move damaged dollies to designated NCP area determined by the Supervisor (based off severity of the needed repair – i.e. to J&B holding & repair area).
6) Ensure emptied trailer is clean and in good condition in preparation for reloading.
7) Perform any additional duties that need to be completed and/or may be requested by the Supervisor.

Container Verification and Warehouse Placement

1) Verify staged material against trailer manifest and check returned racks and containers for remaining or returned material. If any material is returned from CNH in error, is damaged or cannot be identified, notify your Supervisor! (WI-07: QCR Inspection)
2) Inspect all empty totes to the designated holding area.
3) Sort empty totes and clean the pre-identified dirty totes (labeled) using provided rags in the tote holding area (clarify process).
4) Move cleaned & “non-dirty” totes into WCM storage locations.
## Returnable Container Processing Instructions

5) Remove all labels, dunnage and trash from containers and racks and any previously processed sheets from rack sleeves.

6) Visually inspect all empty containers for any remaining parts. Once confirmed empty, tag with note saying “inspected” or “empty”.

7) Identify the rack/cart/container type to determine where to place within the warehouse:
   - White 3-Tier Supermarket Carts = to WCM Area
   - White Sequencing Racks = to designated Sequence Area
   - White Kitting Racks = to WCM Area
   - Blue Totes = to WCM Area - placed in available carts or shelving (Figure 3)
   - Knockdown Containers = to designated Receiving or Repack Areas – broken down and stacked
   - Supplier-specific Specialty Racks = to designated staging areas at the West Dock – stacked in area for that supplier (Figure 4 and see step 6 above)

## Shipping Out Supplier-specific Specialty Racks

1) Container Supervisor or designated Returnable Container Handler reviews Container spreadsheet (New Daily Shipments) following defined Outbound Ship Schedules to determine which specialty racks/generic containers are to be shipped throughout the week.

2) Container Supervisor/Handler puts in a pickup request in CSCN to request a shipment. The request in CSCN needs to be made 24-48 hours before actual shipment (see CSCN Instructions and SW15: Supervisor Manual).

3) Once identified, update spreadsheet on the CNH shared drive.

4) Supervisor assigns Loader to retrieve supplier-specific empty specialty racks and containers when scheduled supplier carrier arrives (typically with an inbound load).

5) Once trailer is offloaded, ensure that trailer is safe to re-enter or if carrier is empty upon scheduled arrival, ensure trailer is safe to enter. (SW–02: Safe Trailer Entry).

6) Loader checks for “inspected” or “empty” verification note, moves and tallies (to the OLI Shipping Manifest (Figure 7) all available empty specialty racks & containers for that supplier (TL) or multiple suppliers (LTL) onto the trailer.

7) Once trailer loading is completed, ensure the dock plate is pulled, glad hand locks are removed and the door safety chain is placed across the dock door entrance (SW-02).

8) Once completed, turn OLI Shipping Manifest into Container Office to assemble shipper BOL (established supplier-specific template document).

9) For rack returns to international suppliers (except Canada):
   - Container Supervisor/Handlers orders a container & coordinates shipment timing with an inbound container
   - Contact the CNH designated freight forwarder 2 weeks in advance of the need date (there are 7 international suppliers that use returnable racks, 4 are Canadian suppliers)
   - Completes the export paperwork specific to the supplier shipping order. Refer to CSCN Instructions and SW15: Supervisor Manual.

10) When loading supplier flatbed vehicles (Figure 5), follow flatbed loading guidelines described in WI-10: INT Shipping.

11) Supervisor/Handler retrieves 2 copies of BOL (Figure 8): driver signs off and keeps one copy and second signed copy is retained.

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<thead>
<tr>
<th>OLI Shipping Manifest</th>
<th>Pictures</th>
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<tbody>
<tr>
<td><img src="image1.png" alt="Figure 4: Specialty Rack storage in warehouse" /></td>
<td><img src="image2.png" alt="Figure 5: Loaded Specialty Racks on a flatbed unit returned from the Plant" /></td>
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<tr>
<td><img src="image3.png" alt="Figure 6: Specialty Racks and steel cages loaded for return to Supplier" /></td>
<td><img src="image4.png" alt="Figure 7: OLI Shipping Manifest" /></td>
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12) Supervisor/Handler turns in signed copy of BOL to the Container Office for related systems updating and filing (SW-13)

13) Supervisor/Handler maintains a spreadsheet showing shipments of containers, dates, supplier names and trailer numbers

14) Monitor the availability of generic containers - when the supply of these containers gets low, email suppliers for replenishment.

Figure 8: Example BOL