

CLS



CINCINNATI LAB SUPPLY INC.

Cincinnati Lab Procedures and Quality Manual:

Warehouse Sanitation

In addition to picking up anything that is trash or out of place, the following procedures will help reduce potential infestation or contamination problems by ensuring that the warehouse is as clean as possible. After completing the tasks, you must initial the checklist on the packing table so that the work is recorded.

Daily:

Sweeping aisles in both rooms of the warehouse. Dump trash from sweeping into garbage cans or dumpsters.

Empty trash from dumpsters and garbage cans into outside dumpsters. Replace can liners of all garbage cans that were emptied.

Weekly:

Sweep and mop (soap and water) all of the white lines behind pallet racking. This line is key to monitoring potential pests, keep it clean!

Quarterly:

Dust pallet racking with a wet towel and a bucket of plain water. Dust the uprights and any open beams. You will have to dump the water several times due to the amount of dirt / dust.

Vacuum cracks in the floor with a shop vac. Every time you sweep you are leaving behind some dirt and dust in the joints of the cement floor. Vacuum these joints quarterly.

Pest Control

Terminex Pest Control has developed a plan to monitor and control pests at Cincinnati Lab's facility. In addition to Terminex's monthly inspections, Cincinnati Lab employees are to check the indoor traps weekly. Checking the traps weekly can help Terminex pinpoint target problem areas. Use the following procedures for checking the traps.

While the indoor stations are not baited with poison, there is the possibility that you will find a dead rodent. Always wear protective gloves before opening and checking traps.

Using the Pest Control map, and starting with trap number 1, verify that each station is exactly where it is supposed to be on the map and is not damaged. If the station is damaged, replace it with a new one from the supply room and number it correctly. If a station is missing and cannot be located, replace it with a new one from the supply room and number it correctly.

Check stations in numerical order so that you don't miss any. Check for dead mice in the traps, check white lines along the wall for any noticeable activity. Note any activity by using the correct comment code on the check list. If you find activity on the white line, note the activity in the box corresponding to the nearest trap. Activity includes mouse droppings, chewed packaging, or any insects.

If you find a dead mouse you may try to remove it and throw it in the dumpster, but if it's stuck to a glue trap too tightly, wait for Terminex to remove the mouse and replace the glue trap. Notify everyone in the office that you found a mouse so that Terminex can be made aware at their next visit.

In addition to checking for activity along the white lines, note any building issues you find (bad seals on doors, gaps in blocks, etc) that might allow rodents to enter the facility.

Environmental Condition Control and Monitoring

Purina Mills has conducted tests indicating that vitamin and product degradation does not occur in typical summer heat or humidity, however CLS finds that controlling temperature and humidity is important to controlling pest infestation.

In addition to the entire warehouse being heated, a section of the warehouse is air conditioned with 2 A/C units. One unit is set at 70 degrees and the other at 71 degrees. One unit should do the job on most days, but on hotter days both units are required to keep the temp at or below 72. **DO NOT TURN THE A/C Units off and DO NOT adjust the Temperature without asking Mike or Jeremy first.**

Temperature and humidity is recorded on a USB data logger. The data logger is checked monthly and downloaded to create temperature and humidity records.

Using a dehumidifier to control humidity in an area as large as the feed room is not reasonable, however humidity can be controlled slightly with the use of warehouse exhaust fans. Every night at midnight, when the humidity outside should be around its lowest point, timers turn on the exhaust fans in the warehouse for 20 minutes. The humid air inside is displaced by the cooler, less humid night air. This is common practice among Certified Feed Dealers.

The building is to be kept as closed and tight as possible during the day in an attempt to keep heat and humidity out.

Product Storage and Rotation

Cincinnati Lab Supply requires certain procedures to be followed when stocking the warehouse. These procedures will help keep product fresh and help guard against infestation.

Always compare the actual shipment to the paperwork before putting products away. Keeping the new separate from the old will help verify if there is a mistake on the shipment.

Remove torn or damaged bags prior to putting product away. Note damage on the bill and put the product in the damaged bag pile unless the delivery driver needs to take it back for a claim. Throw damaged cans away in the dumpster outside. Inform the office right away of any damage on the load so that a claim can be filed.

All products must be placed in the proper space on the floor or rack. All feed is stored in the climate controlled feed room.

When pulling out a pallet of old product and replacing it with newer product, always sweep the area before putting the new product away.

All product must be on a pallet or rack, nothing can be on the floor.

Always rotate inventory by date code. The oldest dates should be on top of the newer dates, separated by a sheet of cardboard. Full pallets should be put up on the rack until the older products are shipped out. **Some manufacturers ship product from several locations so check the dates, don't assume the arriving product is newer than the product that's already in stock. This is especially true on Pet Food products.**

If you receive any products over 45 days old, notify the office so that they can make the determination to stock or reject the shipment.

If the product came in on a CLS owned truck, sweep the floor of the truck after unloading. Vacuum cracks if necessary.

Filling Orders

Cincinnati Lab Supply requires certain procedures to be followed when processing and filling orders for customers.

Orders are received in the office via email, fax, or phone. They are then keyed in via SAGE software with customer specific pricing and printed invoices are placed on the packing table in the warehouse.

In the warehouse, orders are pulled on customer specific pallets if applicable.

Product is stacked with oldest date on top, with dates separated by white plastic sheets for lab customers. Dates are noted on the invoice as the products are stacked onto pallets.

Use the following to decipher lot codes:

Purina – LabDiet, Pico Lab, and Mazuri have dates printed on the tag end of the bag. Record the Month/Date/Year/Shift on the invoice. Frankfort products (farm feed) are printed on the white tear off strip on the bags. The Shelf life for Purina Products is 9 months, but you should check with the office if there is any product shipping that is older than 5 months. We need to verify that the customer can accept the short-dated product.

LabDiet, PicoLab, Mazuri date printed on bag in the following format: **MonDDYYShift**

Frankfort Products date printed on bag in the following format: **YMonDD** (1st # is last digit of yr)

Test Diet- TestDiet dates are on the information label on the box. Record the Month/Day/Year/Shift on the invoice.

TestDiet date printed on box in the following format: **YYMonDDPlantShift** (RTD = Richmond TD Plant)

The Andersons – The Andersons dates are printed on the side of the bag. Record the Month/Day/Year on the invoice.

The Andersons date printed on the bag in the following format: **MMDDYY**

Hydrogel- Record manufacture date or expiration date (whichever is printed on the box). If expiration date is the only date printed you must write “exp” followed by expiration date on the invoice.

Hydrogel date printed on the box in the following format: **LOT#MMDDYY** or **Exp:MM/YY**

Pestell Timothy and Alfalfa Cubes – These products do not have a “date code” but do have a “lot code” that corresponds with the month and year that the product was bagged. Use the conversion charts posted near the product. If necessary, contact Pestell to track down the correct dates BEFORE sending the product to a customer.

Filled orders are wrapped and placed in the staging area for delivery the following day.

At the end of the day the products are loaded into clean delivery trucks. Due to temperature concerns, trucks are not loaded on Fridays so that the product is not freezing or baking in the truck all weekend.

Error Resolution

Cincinnati Lab Supply prides itself on Customer Service. The biggest mistake we can make is sending the wrong product to a customer. When this happens it must be investigated and corrected quickly.

Typically a customer will call or email with a complaint such as broken bags or received wrong products.

Office personnel determines if the error was an invoicing error or a pulling error.

Invoicing errors are investigated to see if it was a random mistake or if something can be done to prevent that same mistake from happening in the future.

Pulling errors are brought up with the warehouse worker that made the mistake.

Determine that product is in correct place in warehouse, that item descriptions are clear on the invoice and determine if anything can be done to prevent the same mistake from happening in the future.

Errors are noted in the customer satisfaction book in the office.

Customers are notified of the corrective action.

Number one priority in the case of any errors is to minimize the disruption for the customer. This might mean making special deliveries, paying for an LTL delivery or FedEx shipment. Mistakes cost CLS money and costs customers time, minimize them.

Truck Sanitation and Maintenance

A clean and well maintained truck is essential for preventing infestation, saving the company money on repairs, as well as presenting Cincinnati Lab Supply in a positive way. Most customers will never see the warehouse; therefore the truck appearance is typically how a customer views Cincinnati Lab Supply.

Trucks are to be swept daily after unloading. Vacuum Cracks if necessary.

Inside of cab is to be kept free of garbage, dusted and vacuumed as needed. Absolutely NO SMOKING in CLS cabs.

Outside of the trucks are to be washed as needed (minimum once per month), especially the rear door.

Maintain oil change and service records.

Immediately note or repair any damage to box that could result in leaks.

Truck Loading

Trucks must be loaded properly for customer satisfaction and in order to follow transportation laws.

Check weight distribution when loading

Side-to-side as well as axle weight and total weight.

Protect product from damage, using cardboard between pallets when necessary.

Use Load Bars to secure product and lift from sliding in the truck.

Load in correct order to make unloading at customer's location as smooth as possible.

Always bring the correct pallet jack, depending on delivery conditions.