

RECEIVING AND STOCKING PACKAGES

Employee Guide



The Power of Dreams

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INTRODUCTION

Welcome to your position with shipping at Honda! This instruction booklet will guide you through the process of receiving and stocking packages in the Honda warehouse.

This guide will cover a few different topics, including:

- Receiving Packages
- Checking in Cash-on-Delivery Packages
- Understanding Honda parts forms
- Logging Parts into Inventory

At Honda, we care about the manufacturing process from start to finish. Ingesting parts in the warehouse is an imperative part of company operations, so do your best to learn the rules in this booklet. Additionally, refer back to this document with any questions that may come up during your time in the warehouses.

1. RECEIVING PACKAGES - INITIAL DELIVERY

Properly check in all packages that are sent to the shop. This will prevent loss due to shipping damage and prevent unordered packages from being delivered and paid for. Follow these instructions to correctly receive packages:

1. Count the number of packages.
2. Check that your count matches the count on the delivery sheet.
3. Visually inspect all packages for signs of damage. See **Figures 1 and 2** for examples of damage.
 - 3a. If you notice any damage, BE CERTAIN to make a note of it on the delivery log and show the damage to the driver.
 - 3b. Refuse any package that isn't from Honda if it appears to be damaged severely enough to harm the contents.

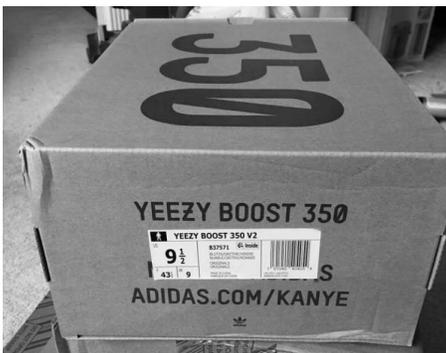


Figure 1: Slightly damaged box.
Although the damage is minor, make a note of the damage and report it to the driver.



Figure 2: Heavily damaged box.
Refuse any non-Honda package with damage this severe or worse.

4. Check all Cash on Delivery (C.O.D.) tags and see if orders were placed with these companies. If you cannot determine if an order was made with the company, follow these steps:
 - 4a. Ask the parts manager if there is an order form the company.
 - 4b. If you still are unable to tell if the order was made, refuse the shipment.
 - 4c. If you refuse the shipment, ask the driver to make another delivery attempt the next day.
 - 4d. Call the company and verify the order prior to the next day's delivery.
5. Give all verified C.O.D.s to the bookkeeper for them to write checks.
6. Give the checks to the driver.
7. Sign for the packages.

NOTE: Never refuse a package if it is from Honda for any reason, regardless of the condition of the package.

2. CHECKING IN CASH-ON-DELIVERY PACKAGES

Sometimes, packages will be Cash-on-Delivery (COD). For COD packages, you will be responsible for appraising the package and getting the check from the bookkeeper. Follow these instructions to check in a COD package:

1. Check for a packing list on the outside of the package.
 - 1a. If you can't locate a packing list, it is probably inside the box. Open the box to find the slip.
2. Remove the packing slip.
3. Open the box.

CAUTION: Use great care opening any box with a knife. A blade can damage the articles in the box. Often, articles such as seats, innertubes, clothing or painted articles may be packaged directly beneath the package seal.

4. Separate the packing materials from the package contents.
5. Compare the packing slip to the package contents.
 - 5a. If you notice any discrepancies, note them on the packing slip and either inform the parts manager or contact the company.
6. If all items are accounted for, price them and place them in stock as stipulated in Section 5.

3. UNDERSTANDING HONDA PARTS FORMS

This section will break down the four types of documentation that are involved with processing deliveries at Honda. Understanding these forms is imperative to the function of the warehouse and therefore the success of your position.

The first form is the packing list, which identifies where the delivery is from, what parts are being delivered, the total cost of the delivery, and more.

The next form is the picking ticket. The picking ticket compares the parts ordered to the parts shipped.

Next is the touch-tone order pad, which is the order form for all urgent and daily part orders. It provides the order reference number, the Honda Code for the parts, and a memo about who ordered them.

Finally is the inventory card. This card is used to ingest new stock and evaluate current stock amounts.

Pay close attention to the guidelines, examples, and legends for each form. They will play a large role in your position with Honda.

3b. The Picking Ticket

All parts recieved from Honda will have a Picking Ticket like the one in **Figure 4** below. The definitions of each term are in the legend below. Note that the Picking Ticket is perforated into three sections. Use the center section, titled "Bin Label," if the part was not previously stocked.

PICKING TICKET

DEALER ADDRESS: _____

DEALER NO.: **7** _____ ORDER REF NO.: _____ **8** _____

BIN LABEL

PART NO.: _____
 HONDA CODE: _____
 QUAL 1: _____
 QUAL 2: _____

| Honda Code | Honda Code if Different | Part No. | Part No. if Different | Qual 1 | Qual 2 | Memo |
|------------|-------------------------|----------|-----------------------|----------|----------|----------|
| 1 | 3 | 2 | 4 | 5 | 6 | 9 |
| | | | | | | |
| | | | | | | |

Figure 4: Picking Ticket Example

| Label | Definition |
|-------|--|
| 1 | Shows the Honda Code of the part shipped. |
| 2 | Gives the part number of the part shipped. |
| 3 | Gives the Honda Code of the part ordered if it is different from the part shipped. |
| 4 | Shows the part number of the part ordered if it is different from the part shipped. |
| 5 | Shows the dealer cost of the part. |
| 6 | Gives the suggested retail of the part. |
| 7 | Provides the shop's dealer number. |
| 8 | Shows an order reference number that should match the order reference number on the packing list. |
| 9 | Gives specific notes on the part ordered. This section is left blank if there are no specific notes. |

3c. The Touch-Tone Order Pad

The Touch-Tone Order Pad is the original order form for all urgent and daily part orders. **Figure 5** below gives an example of this form, with a legend below to explain the parts.. Use this form to verify that the recieved parts go to the proper place.

| Honda Code | Memo |
|------------|------|
| 2 | 3 |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Figure 5: Touch-Tone Order Pad Example.

| Label | Definition |
|-------|---|
| 1 | Displays the order reference number. |
| 2 | Shows the Honda Code of the ordered part. |
| 3 | Provides a memo section that will have the customer's name and phone number; the customer's name, bike model, and suggested service; or the term "stock" if the part is to be put in stock. |

3d. The Inventory Card

Honda uses inventory cards from EZ Way, so they aren't designed specifically for Honda parts. Pay close attention to the example in **Figure 6** and the accompanying legend as most of the sections are improperly labeled for our use.

If a part is on order, the inventory card will be upside down in the file with the top corners cut off.

| INVENTORY CARD | | | | |
|---|----------|----------|----------|----------|
| DATE: 1 _____ YEAR: 2 _____ | | | | |
| Honda Code | Part No. | Recd | Sold | Bal |
| 3 | 4 | 5 | 6 | 7 |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Figure 6: Inventory Card Example

| Label | Definition |
|-------|---|
| 1 | Date: Gives the date of when the card was started as MM/DD. |
| 2 | Year: Shows the last two digits of the year the card was started. |
| 3 | Data: Displays the Honda Code of the part. |
| 4 | Part No.: Shows the Part Number. |
| 5 | Recd.: Shows either the quantity of the part if it's being entered into inventory or the quantity ordered and the first three digits for the order number if the part is ordered. |
| 6 | Sold: Shows either the quantity sold if the part is sold or the dealer cost of the part if the part is logged. |
| 7 | Bal: Gives the quantity left in stock after the logging or sale of the part. |

4. CHECKING HONDA PARTS

For all deliveries, the Order Reference number begins with a series of letters. These letters indicate the type of order, and therefore tell you how to inventory the part or parts. There are 4 major types of part:

- Urgent Parts Orders (UPO)
- Daily Parts Orders (DPO)
- Standard Stock Orders (SSO)
- Promotional Orders (PROMO)

This section will explain how to identify the order type and what to do with the 4 major order types. Be sure to identify the order type prior to logging the part and putting it into inventory.

4b. Urgent Parts Orders

Urgent Parts Orders (UPO) are for bike parts that are preventing customers from riding. UPOs are seldom used. Follow these instructions when the order is a UPO:

1. For each item on the list, check the part number and the quantity on the picking ticket against the part numbers on the packing list.
 - 1a. If the quantity and part number match, circle the quantity on the picking ticket.
2. Once all the items have been checked, file the packing list.
3. Compare the Honda Code to the Touch-Tone order pad.
4. Write the customer's name on the back of the picking ticket.
5. Call the customer or give the part to service immediately.

NOTE: Complete this list as soon as you receive a UPO. If the part wasn't needed badly, it wouldn't be a UPO!

4c. Daily Parts Order

Daily Parts Orders (DPO) are for parts that are needed sooner than a standard stock order allows. Often, the parts are special orders for customers or service departments. Follow these instructions when the order is a DPO:

1. Check the part number on the picking ticket against the part numbers on the packing list.
 - 1a. If the part number and quantity shipped match, circle the quantity shipped.
2. Once all the items have been checked, file the packing list.
3. Compare the Honda Code to the Touch-Tone order pad.
4. Write the customer's name on the back of the picking ticket.
5. Call the customer or give the part to service. If the part is marked for stock, place the ticket on top of the inventory cards to be logged into inventory.

4d. Standard Stock & Promotional Orders

Standard Stock Orders (SSO) and Promotional Orders (PROMO) are the most common orders that come to the warehouse. Follow these instructions to verify these orders:

1. For each item on the list, check the part number and the quantity on the picking ticket against the part numbers on the packing list.
 - 1a. If the quantity and part number match, circle the quantity shipped on the picking ticket.

NOTE: If you notice a discrepancy, notify the parts manager, circle the total price of the order, and draw a line to the line number that has the discrepancy. If the quantity was wrong, write the quantity received next to the quantity shipped.

2. If there is a number in the memo section of the picking ticket, draw a line through the quantity shipped and write the customer's name and phone number on the back of the ticket.

NOTE: Place all special orders aside until the entire order has been checked in. Then, attempt to contact the customer.

3. Once all the parts have been checked in, place them in a holding box for later placement in inventory.
4. Place the packing list on the card file to be logged into inventory.

5. LOGGING PARTS INTO INVENTORY

On the packing list, the parts are listed in numerical order, and so are the inventory cards. Start at the top of the list and work your way down it.

NOTE: If there's a line through the quantity shipped on the packing list, do not log the part into stock. This means that the part is for a customer and not for stock.

1. Find the inventory card with the same part number on it.
 - 1a. If you can't find a matching inventory card, get a blank card from the end of the inventory card file.
 - 1b. Fill in the information on the inventory card
 - 1c. Place the new inventory card in the file.
 - 1d. For special order parts that are on top of the inventory cards, log the information on their picking tickets.
2. Once you find or create the inventory card, log the information about the date, quantity received, dealer costs, and the new total quantity in stock.
 - 2a. Starting with the top of the first column and working your way down, log the information.
 - 2b. Fill the entire first column of the log before moving to the second one.
3. After logging the part, draw a line through the quantity shipped on the packing list.
4. Once all the parts are logged, file the packing list.
5. Place all the parts into stock.

CONCLUSION

This guide outlines the basic shipping operations at a Honda warehouse. It covered protocol for receiving Honda and non-Honda shipments. You should now be familiar with the major types of paperwork related to receiving and analyzing packages, including:

- Packing Slips
- The Picking Ticket
- Touch-Tone Order Pads
- Inventory Cards

The next section explained how to categorize parts and what to do with parts depending on the category. Lastly, this document outlined the inventory logging process.

With this booklet as a tool, you will now be able to effectively work in a Honda warehouse! Remember to refer to this booklet if you have any questions. If you have any other questions, ask the parts manager at your warehouse.