

MLCO RECEIVING INFORMATION

Appointments

Receiving appointments are required for all inbound deliveries. Carriers arriving at MLCo without a pre-scheduled appointment will be received on a work-in basis. Failure to pre-schedule a delivery time excludes MLCo from all detention charges.

Dock Area

The Receiving Department at MLCo offers standard dock-height door openings equipped with dock levelers, door seals and adjustable dock lights. Equipment used to enter and remove goods from delivering trailers are 24-volt electric pallet riders.

Floor-Loaded Deliveries

MLCo requires the delivering carrier's driver to palletize floor-loaded orders. The driver will follow block and tier requirements as instructed by Receiving management. MLCo will provide required pallets. If the carrier's driver is not willing or able to assist in unloading, the driver/carrier may contract a lumper service.

'Lumper' Statement

MLCo does not honor the payment or reimbursement to transportation carriers or vendors for 'lumper' services. Drivers electing to enter an agreement with an individual for unloading service do so at their own expense. Further, drivers will not exchange payment inside the MLCo warehouse, and under no circumstance will any driver approach or entertain a negotiation with MLCo employees.

Nonstandard Pallets

A nonstandard pallet is defined as any pallet with dimensions not matching those of MLCo's racking standards. The carrier's driver may be asked to make adjustments, up to and including, re-palletizing the entire delivery. MLCo utilizes standard 40" x 48" inch pallets in all storage and handling applications.

Loads Shifted in Transit

Delivering drivers may be required to re-stack and/or re-palletize any products that have shifted in transit.

Damaged Products

Damaged products will not be received. The delivering driver might be required to remove and re-palletize items said to contain damaged products.

Driver Responsibility

The driver is required to check in at the MLCo Ops Office/Driver Reception, at which time a dock door will be assigned and instructions provided to the driver. If driver assistance is required to complete unloading, the driver will be invited onto the dock by a supervisor. When no driver assist is required, the driver will remain in their tractor and will be notified when completed. The driver will return to Driver Reception to complete all documentation.

OS&D

Over or Short – The Bill of Lading is edited to notate the affected item or items and the quantities received. The driver and MLCo management signatures are required to verify the overage or shortage.

Damaged – Product that is damaged and determined non-sellable will not be received. Damage is defined as crushing, tears, soiled, or an indication of inter-packaging leakage. When damage is noted within a pallet, MLCo will expect the delivering driver to remove the affected products and segregate. The driver and MLCo management signatures are required to verify damage and refusal.

Temperature – When receiving frozen and/or refrigerated products, MLCo receiving will complete a series of temperature and quality checks (see page “Review Quality Receiving Procedures”). Products determined to be outside of the MLCo quality specifications are considered damaged goods and refused. The driver and MLCo management signatures are required to verify temperature issue and refusal.

Pallet Exchange

Pallet exchange is honored at MLCo. Our Receiving Department will exchange one-for-one pallets of equal quality and condition. MLCo does not purchase inbound pallets as an alternative to exchange, nor do we maintain a log for any pallets not taken by the driver.