Cross Docking Freight Sorting and Staging Standard Operating Procedure

1.0 Objective & Scope

The objective of this procedure is to ensure that all inbound cross dock freight is sorted, staged, and verified within 60 minutes of arrival to maintain a 99% outbound loading accuracy rate and eliminate mis-shipments. This SOP applies to all Receivers, Sorters, and Stagers handling cross dock freight in the shipping and receiving dock area.

2.0 Required Systems, Tools & Materials

- SupplyGrid WMS Dashboard (Cross Dock Module)
- Mobile barcode scanner (Zebra TC21 or equivalent)
- Pallet jack or walkie rider forklift
- Staging labels (pre-printed with route and stop number)
- Stretch wrap and hand wrap dispenser
- Clipboard, pen, and discrepancy log
- Floor marking tape (lane and zone identifiers)

3.0 Safety & Handling Precautions

- CSA-approved steel-toed boots required at all times in the dock area.
- High-visibility vest must be worn when working near moving forklifts or trucks.
- Do not stack pallets higher than 6 feet (2 tiers) in the staging lane to prevent tip-overs.
- Use proper ergonomic lifting technique for any item over 15 kg; request a lift assist for items over 25 kg.
- Keep all dock doors clear of debris and ensure dock plates are locked before crossing.

4.0 Step-by-Step Procedure

1. Log into the SupplyGrid WMS and navigate to the Cross Dock Dashboard. Confirm the inbound trailer number and scheduled arrival time.

2. Inspect the inbound trailer for any visible damage or shifting loads before opening the doors. Report any safety concerns to the Dock Supervisor immediately.

3. Unload the trailer one pallet at a time. For each pallet, scan the inbound pallet barcode using the mobile scanner to register it in the system.

4. Read the outbound route and stop number from the WMS scan result. Apply a pre-printed staging label to the pallet that matches the assigned route and stop.

5. Move the pallet to the designated staging lane for that route. Use floor markings to identify the correct lane. Place the pallet in stop order sequence (lowest stop number closest to the dock door).

6. If the pallet contains mixed SKUs that need to be split by stop, break down the pallet on a clean sorting table. Scan each individual carton, then place it onto the correct outbound pallet for its stop.

7. After sorting, wrap each outbound pallet with a minimum of three layers of stretch wrap. Ensure the wrap covers the top of the pallet to prevent items from shifting during transit.

8. Update the WMS by scanning the final outbound pallet barcode. Confirm the system shows the pallet as 'Staged' and linked to the correct route and stop.

9. Repeat steps 3 through 8 for every pallet in the inbound trailer until the trailer is empty and all freight is staged.

10. Once all freight is staged, perform a final walk-through of the staging lanes. Verify that every pallet has a staging label and that the stop order sequence is correct.

5.0 Verification & Discrepancy Reporting

1. After staging is complete, run the 'Cross Dock Verification Report' in SupplyGrid. Compare the system count of staged pallets to the physical count in each lane.

2. If a pallet is missing or in the wrong lane, locate it immediately and move it to the correct lane. Update the WMS location if necessary.

3. If any carton or pallet shows visible damage (crushed corners, torn wrap, water stains), place it in the designated 'Damage Hold' area. Attach a red quarantine tag and log the damage in the discrepancy log.

4. For any discrepancy (wrong stop label, missing item, overage), complete a Discrepancy Report form and submit it to the Inventory Manager within 30 minutes of discovery.

5. If the discrepancy involves a high-value item (over $500), notify the Dock Supervisor and Inventory Manager immediately by radio or phone before proceeding with any correction.