

# KMS WAREHOUSING 101 COURSE

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## I. Warehousing Introduction

This section includes information on warehouse equipment and basic SIT (storage in transit) procedure.

### A. Residential customers' needs

1. If a customer's new home isn't ready for occupancy, or if no one is there to accept delivery, their household goods can be placed in our storage warehouse at an additional charge until they're ready to receive them.
2. When shipments are delivered to a warehouse for storage-in-transit (SIT), we place their goods in secure storage containers to protect items from loss or damage.
3. Household items stay packed in their original moving cartons. Upholstered furniture is stored on specially designed racks and is protected from dust and dirt with stretch wrap.
4. We can even store specialty items like cars, boats, trailers, motorcycles and other vehicles.

### B. Commercial customers' needs

Typical commercial customer needs include the following:

1. Storage of fixtures and furniture for new restaurants, stores, and retirement facilities.
2. Storage of construction supplies and fixtures for store remodels.
3. Storage for Girl Scout cookie deliveries.

## II. Warehouse Equipment

### A. Storage Vaults

1. Storage vaults are large containers that we use to store household goods. Most of these containers are approximately 7.5' x 7' x 5', are stackable, and may be disassembled. Each storage vault is designed to be moved by a forklift.
2. Overseas crates are slightly smaller, 7.5' x 7' x 4', and are designed to fit inside metal shipping containers.



B. Forklift

Forklifts are used to move the storage vaults as needed. Forklifts are also used to place OverStuffed furniture on the O/S racks.

**NOTE:** Only authorized forklift operators are allowed to operate this equipment.

C. O/S (refers to **OverStuffed**)

O/S racks are storage shelving used to store overstuffed furniture such as couches, love seats, and overstuffed chairs. Because overstuffed furniture fabric can be easily damaged or soiled, it is best to store them separate from the rest of the shipment.



D. Moving Equipment

The equipment needed to load a storage vault is the same equipment used to load a truck; hand trucks, piano carts, furniture pads, stretch wrap, and tape are most commonly used items used when handling storage furniture.

### III. Basic Storage-in-Transit (SIT) Procedure

A. The primary receiving method of shipments contains six stages.

1. Position and prep the truck.

The truck must be positioned within a reasonable distance of the warehouse unloading area. Trailer doors, ramps, and moving equipment must be properly prepared to begin the unload.



2. Prep the warehouse.

Empty crates should be positioned in an organized manner within the staging area of the unload. Make sure there is plenty of floor space available to unload and stage furniture as it is being unloaded.



3. Unload and stage the furniture.

Unloading the furniture should follow the same principles used during a move. Furniture should be un-padded and arranged in the staging area in an organized way so that an inventory check-off can be done easily.

4. Prep and load furniture into storage vaults, O/S racks, or pallets.

If there are quality pads available in the warehouse, replenish the truck with them and simply load the already padded furniture into the storage vaults using a similar method as loading a truck. If not, use warehouse furniture pads to re-pad the furniture items in the shipment. (Occasionally a shipment is floor loaded, which follows a different procedure as explained below.)

5. Seal vaults, prep O/S and pallets; then put them away.

Vaults must be properly sealed shut and labeled. O/S furniture must be labeled and stretch wrapped. Items placed on pallets must be labeled and properly stretch wrapped. Vaults, pallets and O/S must be put away in their proper location.

6. Complete documentation.

Documentation can vary depending on the type of move. However, regardless of whether the shipment is a local, intrastate, or interstate move, the following are the minimum requirements that must be completed:

- a) Shipment labeling
- b) Bill of lading
- c) Inventories
- d) Storage contract
- e) Warehouse map update

- B. The floor load method is an alternate receiving method.

The floor load method uses the same process as the primary receiving method and process as stated above except for the following two exceptions:

1. Storage vaults, pallets, and O/S rack are *not* used.
  - a) Place items on the warehouse floor and stack them in a logical manner similar to the "tier system" used in loading the trucks.
  - b) Typically, we use this method on smaller shipments that will not be in storage more than 30 days.
2. Shipment labeling is done differently.
  - a) To properly identify the shipment, place a cardboard or tape boundary around the shipment, then attach the customer label.

- C. Delivering shipments out of SIT follows six stages and is very similar to the receiving process.

1. Position and prep the truck.
  - a) Position the truck within a reasonable distance of the warehouse unloading area.

- b) To begin the unload, properly prepare trailer doors, ramps, and moving equipment to begin the unload.
2. Prep the warehouse.
  - a) Position the loaded crates in an organized manner within the staging area of the unload.
  - b) Ensure that there is plenty of floor space available to unload the crates and stage the furniture.
3. Unload and stage the furniture.

Furniture should be un-padded and arranged in the staging area in an organized way so that items can be loaded onto the truck at the discretion of the loader.
4. Prep and load furniture into storage vaults, O/S racks, or pallets.
  - a) Use furniture pads from the delivery truck to re-pad the furniture items in the shipment.
  - b) Occasionally a shipment can be delivered using the existing warehouse pads as long as the customer is being delivered locally and the warehouse pads will be returned within a couple of days.
5. Seal vaults, then put them away.

Properly seal vaults after they are emptied, and label them "MT" (signifying "empty"). Return pallets to their proper storage area.
6. Complete documentation.

Documentation varies depending on the type of move; however, whether the shipment is a local, intrastate, or interstate move, the following are the minimum requirements that must be completed:

  - a) Shipment labeling
  - b) Bill of lading
  - c) Inventories
  - d) Storage contract
  - e) Warehouse map update

#### **IV. Storage-in-Transit Shipments**

- A. Receive shipments into storage.
  1. Local shipments coming into storage must be properly inventoried.
    - a) We must have a storage contract signed by the customer, outlining the terms of the storage agreement.
    - b) Insurance coverage must be documented with the customer outlining the rates. Warehouse handling fees also apply.

2. Non-Atlas intrastate shipments coming into storage must be properly inventoried.
    - a) It must have a storage contract signed, outlining the terms of the storage agreement.
    - b) Insurance coverage must be documented with the customer and are subject to Tariff 7F rates.
  3. Atlas shipments being run under Atlas paperwork must be checked-off by qualified employees. Exceptions must be made on a rider sheet. (Click [HERE](#) to view examples of warehouse forms.) Keep track of warehouse handling time and turn in these hours to the office.
    - a) Put the inventory sheets and a bingo check-off sheet on the rolling check-off cart near the warehouse door in order for one person to check-off each item as it is unloaded from the trailer.
    - b) Check the paperwork for a high-value inventory. Give special attention to all items listed on this inventory during the check-in process.
    - c) Verify that the shipment contains a parts box. According to the Atlas procedures, this box should be "last on and first off" the trailer.
    - d) List all exceptions to the inventory on a rider and the bingo sheet. (These two documents should not be shared with the customer. A separate bingo sheet will be used by the customer at the time of delivery to the destination residence.)
- B. Drivers and warehouse personnel
1. Drivers (not employed by KMS) of Atlas and non-Atlas shipments do not have any jurisdiction in the company warehouse. Do not allow a driver to check off his own shipments that he delivers.
  2. Our responsibility is for the receiving, handling, and storage of the items that drivers deliver. KMS employees do not have any jurisdiction over a driver's truck.
  3. Non-KMS drivers may hire our employees for the unloading of their truck. The rate of pay can be worked out between the driver and the company employee. If a driver is unreasonable and difficult to deal with, stop the job and contact KMS management.
- C. Crating/palletizing
1. Crating and storage must be overseen by a qualified warehouse manager. All other employees are to assist. They should be able to properly pad furniture and load vaults and crates.

2. Follow this procedure to prepare to load the vaults and crates.
  - a) A qualified forklift operator will get empty crates (estimate the amount of crates that might be needed) out of aisles and lined up for use.
  - b) Check crates for damage (if a crate is too damaged, don't use it):
    - (1) Broken/missing feet
    - (2) Large holes in sides/tops/floor
    - (3) Nails/screws/staples protruding into the crate that might damage furniture
    - (4) Any side or top that is not securely attached to the crate base
  - c) There should be enough room to unload furniture out of the trailer onto the floor with working room between the empty crates and the furniture for padding and loading.
  - d) All doors of all the crates should be facing out and there should be enough room between crates to make labeling possible.
  - e) Remove all doors and sweep out dirty crates.
  - f) Lean the removed door against the side of its corresponding crate.
  - g) Pick up any clips or screws that held the doors on.
3. A level one crew member's responsibility is to help the foreman load the storage vaults and overseas crates. The playlist of videos at the end of this document provide excellent visuals of how they are loaded.
4. Follow this procedure to unload out of KMS trailers or another agency's trailer.
  - a) A driver from another agency will most likely want his trailer unloaded quickly, so all the furniture should be unloaded into the warehouse; then the shipment can be crated.
  - b) If unloading out of a KMS trailer, it is possible to load crates at the same time that the trailer is being unloaded, if desired.
5. Follow this procedure after the shipment is crated.
  - a) Secure the crate doors with the saved clips or screws.
  - b) All crates must be properly labeled (*1 label per side*) as follows (see page 2 of [example](#)):
    - (1) Customer name
    - (2) Date shipment received
    - (3) List of O/S items stored elsewhere
    - (4) List of any other items stored elsewhere
    - (5) Total number of crates

- (6) Total number of pallets
  - (7) Which side of crate (Door, ←Door, Door →, Rear)
  - (8) Name of crew members loading the crates
  - c) A qualified forklift operator can then stack the crates in an aisle.
  - d) The location of the crates in the warehouse should then be marked in the storage directory.
6. Follow this procedure when working with pallets.
    - a) Stretch wrap pallets so their contents will remain stable when being moved with a forklift.
    - b) Pallets should not be stacked so high that the load would be unstable even when stretch wrapped.
    - c) All four sides of the pallet should then be labeled just as the crates are labeled.
  7. All O/S (**O**ver**S**tuffed furniture) must be stretch wrapped, labeled (same as crate labels), and put in the O/S racks. Leather O/S must be padded before it is stretch wrapped.
  8. Any other items that cannot be crated should also be individually labeled.
  9. When the crates are emptied, mark the crate as empty by writing "MT" (signifying "empty") boldly over the existing information.
  10. Update the warehouse storage directory whenever changes are made.
  11. Complete any other required documentation to track storage shipments.

## V. Warehouse Upkeep / Maintenance

### A. Security

1. Complete basic security checks at the end of each day.
  - a) Turn off propane on forklifts.
  - b) Unplug unused extension cords.
  - c) Check and lock all warehouse doors.
  - d) Turn off lights.
  - e) Check and lock all vehicles and trailers.
2. During the lunch break, or any time you will be away from the warehouse for an extended period of time, make sure the warehouse is locked up if no one will be there.
3. If the warehouse is used for personal use, you are completely responsible for any guest you have with you. You are responsible to clean-up and to make sure everything is secure and turned off before leaving.

B. Cleaning

1. Put away moving equipment: carts, pads, crate clips, drills, etc.
2. Sweep floors.
3. Take out trash.

**Right-click** on the following link and choose “**Open link in new tab**” to

**[WATCH THE WAREHOUSE 101 COURSE VIDEOS](#)**

**[PROCEED TO TAKE THE WAREHOUSING 101 COURSE ONLINE TEST](#)**