

<b>University of Wyoming Dining Services HACCP Standard Operating Procedure</b>		
<b>Dining Support Student Supervisors</b>		
<b>Receiving U.S. Foods Truck</b>	<b>Review/Update Date:</b> <b>6-21-2023</b>	
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**Receiving a truck:**

*Purpose:* To ensure truck and items are consistently received in an efficient, timely, and safe manner.

*Guidelines:* To prepare for the arrival of shipments prior to unloading, to guide the driver as necessary and prevent pedestrian injury. To provide a process for material handler and driver teamwork receiving, unloading, de-palletizing, and preparing retail carts for the driver.

**Procedure:**

Before the arrival of the truck—

1. Prepare the necessary carts for produce separation, or for any other required separation (such as for retail orders *as needed*.)
2. If the truck is already at the dock when employees arrive, wait until at least 06:05 a.m. to begin unloading.

**Unloading:**

As the truck pulls in—

1. Three employees go outside to direct pedestrians.
2. One stands along the sidewalk on the passenger side of the truck to direct students away from the path of the vehicle.
3. A second stands in the street to direct traffic from interfering with the truck.
4. Direct pedestrians and cyclists around the yellow poles on the other side of the street.
5. The third employee stands in the corner of the dock area, out of the way of the reversing truck, but within the eye-line of the driver. They give the driver an indication of the distance of the back of the track from the dock by raising one hand over the other in a scissor-like motion; they close their

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hands together as the truck gets closer. Once the truck touches the dock, the employee crosses their arms in an X to indicate this to the driver.

6. Once the driver has backed into the dock, pull out the yellow extendable gates.
7. One employee checks the temperature on the external trailer readout. If there is a fourth employee (see below) the readout numbers are called out over the radio; if there is no fourth employee inside, the numbers are either written in a notebook or remembered, then written in the logbook stored in the gray cabinet.
8. If available, a fourth employee remains inside to:
  - 8.1. Prepare the elevator by pressing the first-floor button and closing the kitchen-side door.
  - 8.2. Place the no-entry signs on the doors outside the dock area.
  - 8.3. Move the empty pallets stacked against the wall to the spot against the kitchen access door (between the yellow roof-access ladder and the large recycling tote); and remove the pallet jack from the pallets and place alongside the pallets.
  - 8.4. Bring up two orange carts for produce separation (if not already done).
  - 8.5. Remove cooler, meat, and frozen pull pallets and place inside dry storage; write the time, the two-hour danger zone time for cooler items, and the three-hour danger zone time for frozen items on the board.
  - 8.6. Employee on the driver-side of the truck will call out the truck temperatures over the radio and the employee inside writes them in the logbook stored in the gray cabinet.
9. Once inside, an employee takes the paperwork from the driver (for USFoods only).
  - 9.1. Separate by order and stop number. Use a sticky note to list orders by their stop number. Copy these numbers onto the equivalent order printouts for Washakie, produce, retail, bakery, etc.
  - 9.2. Keep an eye out for return sheets in the paperwork. If there were prior mis-pulls without current paperwork, ask the driver.
10. If not done by a fourth employee, an available employee places the “do not enter” signs on the dock doors leading from the kitchen and over the kitchen-side elevator buttons.
  - 10.1. This employee or another retrieves the elevator if needed, keeping the kitchen-side doors closed, then presses the first-floor button BEFORE loading any pallets onto the elevator.
11. The employee with the paperwork finds the stop number with PRODUCE and directs the driver to place the produce against the second dock door for the employees to check in.
  - 11.1. Once this is done all employees work on the produce pallet(s).
  - 11.2. Employees call out items as they take it off the pallet while one employee finds and checks items off our printout, verifying item and number are correct.
  - 11.3. Items are not checked off the list UNTIL THEY ARE REMOVED FROM THE PALLET to prevent confusion.
  - 11.4. Write the current date on all boxes as they are placed on the carts.
  - 11.5. Once the produce pallet(s) are empty two employees take the carts to the kitchen produce cooler and put the items away. At least one employee remains on dock as the driver fills the elevator.
  - 11.6. Keep an eye out for damaged, frozen, or spoiled produce. If any are found, tell the driver, who should issue a credit.

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12. As the driver fills the elevator, ensure the pallets are not placed against the far doors to prevent them from jamming. They must also be past the middle weld seam on the floor to give second row room to fit.
  - 12.1. Send elevator down once full.
  - 12.2. Remove any “pull” items from freezer and cooler FIRST, placing them along the wall at designated intervals.
  - 12.3. If not already done, note the time; cooler and freezer items have a two (2) hour window for cooler pallets and a three (3) hour window for freezer pallets and CANNOT be left out longer than this. Write these times on the provided laminated sheet. If they cannot be checked in before this time, pallets and carts containing these items must be put into the cooler or freezer until they can be put away.
  - 12.4. Place pallets for items that go upstairs along the length of the wall. There will be one each for RAW MEAT, DRY STORAGE, FREEZER, and COOLER.
  - 12.5. Remove pallets from the elevator, placing them along the center of the open area.
  - 12.6. Put the dry-storage pallets at the far end of the room, followed by freezer pallets, then cooler pallets. (This insures items are worked in order of perishability, preventing potential spoilage.)
  - 12.7. One or more pallets containing RETAIL is placed to the side, near the computer area.
13. Once produce has been put away upstairs, ONE employee goes to breakfast while the other goes down to help check in retail items.

### Checking in Items/Pallets—

The remaining employees check in the truck while one employee eats breakfast. Employees take turns eating to insure items are checked in a timely manner. The secondary driver may be called to take a bakery order to Einstein’s and reasonable accommodations should be taken to make sure items are checked in quickly while employees have time to eat. The primary delivery driver generally returns around this time, empties caddies then eats while the retail items are checked in.

1. Retail check-in: While retail orders are picked with the delivery driver’s preference in mind, they are separated or grouped according to the route across campus. One employee brings all truck paperwork, the Washakie order sheets, retail order sheets downstairs, and the driver folder for the appropriate day of the week.
  - 1.1. Use large orange carts for large orders as well as grouping orders for stops close to each other. E.g., union orders may be placed all on one cart.
  - 1.2. Retail orders are picked from the list. One employee organizes the retail order printouts according to the groupings above, separating them according to the delivery route.
  - 1.3. Special care should be taken to watch for retail items according to the post-it (see *unloading 8.1*, above) with route numbers. Retail items generally (though not always) have a unique route number to differentiate them from Washakie or bakery items. Items for specific retail routes should go to their designated stops.
  - 1.4. Each order should be picked as follows:

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- 1.4.1. The employee with the printouts calls out the first item by its PRODUCT DESCRIPTION and number ordered. Specify whether the number is cases (CS) or individual units (EA). Specify BRAND and PACK SIZE if necessary.
  - 1.4.1.1. Cases will be specified in the ORDERED CS/EA column on the left of the slash mark (e.g., 1/0), while individual units will be specified on the right side (e.g., 0/1).
- 1.4.2. One employee calls out the items while the rest pick the items from the pallet and put them onto the appropriate cart. One employee is chosen by the receiving manager to handle paperwork for the entire week. No other employee handles this paperwork to prevent confusion.
  - 1.4.2.1. Items are checked off the list as they are removed from the pallet to avoid confusion.
  - 1.4.2.2. A check mark is placed in the STATUS column to the left when the item is found. Circle the amount in the ORDERED CS/EA column to indicate the ordered amount was found. If a lesser amount is found, write that number in next to the ordered amount, lining out the number ordered. If an item is not found a RED ZERO is placed next to the number ordered instead.
  - 1.4.2.3. As items are placed onto the carts, employs mark them with the appropriate retail destination abbreviation (see chart):

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<b>Catering</b>	<b>CAT</b>
<b>Book and Bean</b>	<b>BB</b>
<b>Elements</b>	<b>ELE</b>
<b>Encore</b>	<b>ENC</b>
<b>Gardens</b>	<b>GAR</b>
<b>Grass Roots</b>	<b>GRA</b>
<b>Fuel Station</b>	<b>FUE</b>
<b>High Altitude</b>	<b>HAPC</b>
<b>Panda Express</b>	<b>PE</b>
<b>Pita Pit</b>	<b>PP</b>
<b>Rendezvous</b>	<b>REN</b>
<b>Rolling Mill</b>	<b>RM</b>
<b>Union Dishroom</b>	<b>UN</b>
<b>Chik-fil-A</b>	<b>CFA</b>
<b>Einstein's Union/Stem</b>	<b>EBB-UN / EBB-Stem</b>
<b>Warehouse</b>	<b>PC</b>
<b>Bakery</b>	<b>BAK</b>
<b>Washakie</b>	<b>WA</b>

- 1.4.2.4. As carts are completed, place them onto the elevator or in the hall. They are then sent up for the driver. The driver organizes then wraps the pallets and/or carts according to route specifics then loads them onto the truck for delivery.
  - 1.4.2.4.1. If carts cannot be taken immediately, place them into the downstairs cooler until the driver can take them.
- 1.4.2.5. Continue until the retail orders are complete and place the retail ORDER CONFIRMATION sheets into the driver folder. Place the folder with one of the completed pallets or give to driver if available.
2. Check in the bakery order(s) once the retail orders are complete.
  - 2.1. One employee reads off the items while the others pull them from the pallets in the same manner as the retail orders. Stack them onto a cart (usually the red flat cart) or another pallet. They do not need to be labeled.
  - 2.2. Two employees put away bakery items. Many bakery items weigh up to 50 lbs; please make sure to work as a team and divide lifting evenly.

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- 2.3. Items in the bakery main freezer and cooler should go with similar products. E.g., pastry fillings, cookie dough, etc. are shelved near each other. Do your best to ensure bakery personnel can find their stock. Ask bakery employees if there are any questions.
- 2.4. Cooler items should be dated with today's date and rotated (FIFO).
- 2.5. Some items may need to be put into the secondary bakery freezer. They must be rotated (FIFO).
- 2.6. Rotate all dry storage products as you fill them (FIFO).
3. Checking in Washakie orders:
  - 3.1. One employee manages the check-in paperwork while the rest pull items from the pallets. Ideally, employees rotate this job daily, round-robin.
    - 3.1.1. To prevent confusion, the employee checking in items does not pull items from the pallet.
  - 3.2. Pallets are worked sequentially, from the entrance to the back wall to ensure that cold items are picked first, then frozen, and then dry storage items.
  - 3.3. Remove items from the top of pallets and call them out to the employee with the paperwork, including the amount. It may be necessary to read off the Product number from the US Foods label. Continue this top – down process for the rest of the Washakie order.
    - 3.3.1. DO NOT pick items from the bottom or center of the pallet. If there are more pieces of an item stacked below other items, only call out the pieces that are on the top.
  - 3.4. The employee with the order list marks down only those items called out by employees picking from the top of the pallet. They are only marked off as they leave the pallet in the ORDERED box. If the items are less than the number ordered, write the lower number to the left of the box. Since pallets are worked top – down there may be more of an item below. Add those to the incomplete totals as they are called out.
    - 3.4.1. Weights are written in RED PEN, though until paperwork is completed and all items accounted for it may be best to write totals in pencil.
  - 3.5. If a pull has been done, items will be marked on the paperwork as filled. This will indicate if items go up to the kitchen or stay downstairs. A number will appear next to the highlighted item description indicating how many items were pulled the previous day.
    - 3.5.1. If that number is the same as the ordered amount, all items STAY DOWNSTAIRS.
    - 3.5.2. If that number is lower than the ordered amount, subtract the pulled number from the ordered amount. The difference goes UPSTAIRS and the rest remain downstairs. (e.g., if the number in pencil is 1 and the ordered amount is 2, one goes upstairs and one remain downstairs.)
    - 3.5.3. If there is no pull number, all items go UPSTAIRS.
    - 3.5.4. US Foods orders on Thursdays ALL go DOWNSTAIRS.
  - 3.6. Put away items that stay downstairs in their appropriate areas and stack items going upstairs onto pallets for each of the storage areas: RAW MEAT, DRY STORAGE, FREEZER, and COOLER. (Orange carts may be used if the order is small enough.)
  - 3.7. Wait until all pallets have been completed before taking items upstairs. Place cooler and freezer pallets/carts into the cooler or freezer if the process takes longer than expected to prevent exceeding the two-hour mark. This is generally due to unexpected delays and should not be a common occurrence.

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- 3.8. Stack empty pallets as they are completed against the North wall. This keeps the floor clear of obstructions as the remaining pallets are worked.
- 3.9. The employee with the paperwork checks it for incomplete or missing items. Incomplete items are placed in the ORDERED box now and mark all items that were not found with a RED ZERO in the ORDERED box. Any penciled-in weights are now erased and written in RED INK.
- 3.10. Paperwork is placed upstairs in the supervisor's completed invoice box.
- 3.11. Pallets are stacked to the side to be loaded into the elevator and the floor swept up.