

# STANDARD OPERATING PROCEDURES

File Path:	S:\EEC\EEC Docs and Training\SOP	Created By:	Don Bolivar
Training Resources	Ship8 Resource Site	Department:	ECOM
Visit EEC Wiki for more information or contact the Logistics Services and Training Department for any assistance.		Associate Level:	Equipment Operator / Pack Station
		Application Level:	Warehouse Picking App / US WH Live
		Application:	Wireless & Website
Create Date	Effective Date:	Last Revision Date	Revision Number:
11/10/2023	11/10/2023	11/10/2023	01.1

Tools Required	Safety/Hazard Controls	Description of Work
Wireless scanner, stylus, Order Picker or EPJ, safety vest, safety harness, user barcode, access to Warehouse Picking app, tote. Pack Station work station to include: computer, keyboard, monitor, mouse, US WH Live access, cartons, poly bags, tape gun, zebra printer, 4'6 shipping labels, laser printer, Wireless DS Pick Label and DS Shipping label printers	Potential hazards include but not limited to: industrial equipment, motorized or automated equipment, slips trips & falls, heights or elevation, inclement weather, falling objects, loud noise, debris and dust.	Using wireless DS Pick Label and Shipping Label printers, and a piece of industrial equipment to print the NFC Pick Label and Shipping label while performing the DS Picking application for SFC Customer Specific Attribute orders. And using a Pack Station workstation to pack and ship the NFC order with Customer Specific Attributes.

<b>Legend</b>	<b>Stop</b> 	<b>Note</b> 	<b>Look Here</b> 	<b>Check Here</b> 	<b>Caution</b> 
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## 01. Change Revision Log

Rev.	Date	Change Description	Changed By
01.1	11/10/2023	New SOP format ROLLOUT	<a href="mailto:don.bolivar@jlahome.com">don.bolivar@jlahome.com</a>


## 02. Purpose

The purpose of this Customer Specific UPC Attribute work instructions is to ensure that the original JLA item number is completely covered with the assigned pick label during the DS Picking process. And when the order is sent to the Pack Station, the packer validates that the JLA item number is completely covered with the assigned pick label and if not, they are to properly cover the JLA item number prior to individually packing the item for shipment to the customer.



## 03. Scope


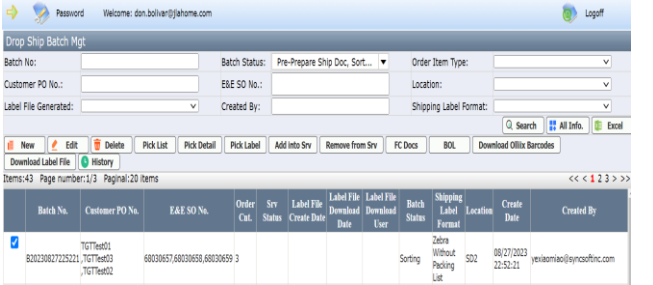

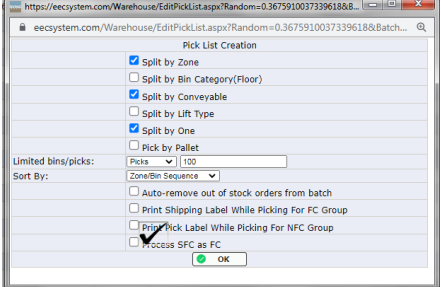

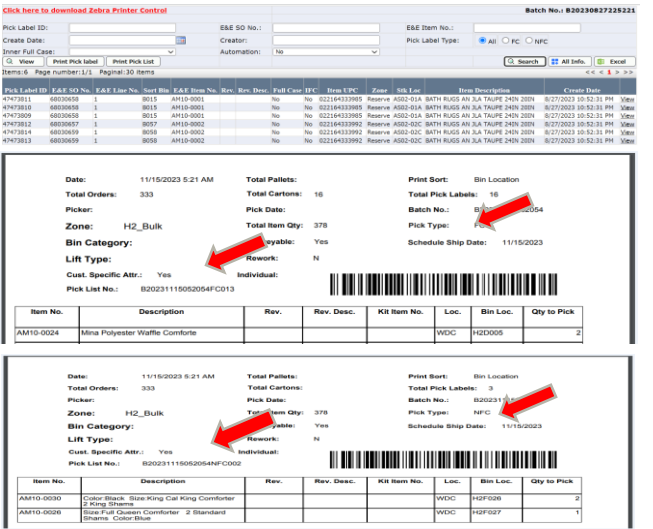

These work standards apply to the DS Picker assigned to a wireless DS Pick Label printer and a DS Shipping Label printer to enable him/her to print the Pick Label and Shipping Label while picking SFC orders, as well as the pack station associate responsible for packing the NFC customer specific attribute orders.

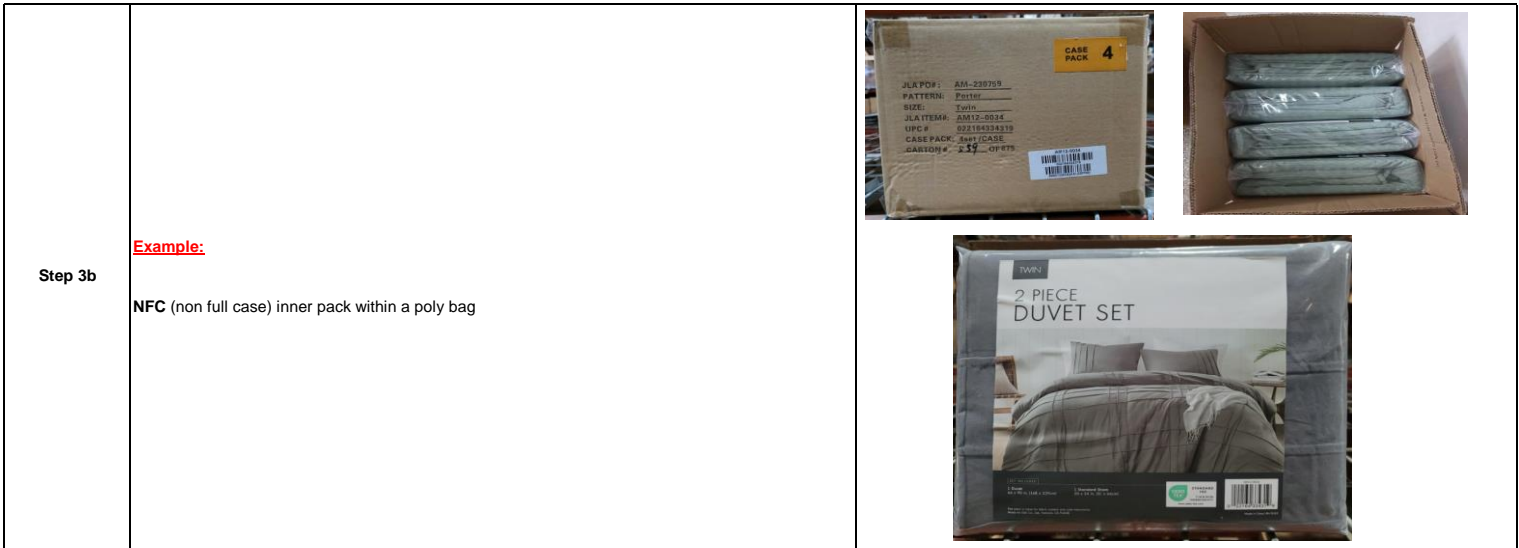
## 04. Objective

-  The customer specific attribute SFC & NFC orders - if not processed accurately would impact the following conditions:
- I. If not picked properly, the incorrect item could be shipped in error to the customer.
  - II. If JLA item number is not properly covered, the item would make it to the customer.
  - III. The customer could use the JLA item number to perform cost comparison shopping.
  - IV. Email [eechelpdesk@jlahome.com](mailto:eechelpdesk@jlahome.com) to activate the ability to print the Shipping label while performing the DS Picking application for your specific warehouse location.
  - V. Ensure the picker is equipped and assigned a DS Pick Label type printer - if he/she is to print the NFC pick label while picking.
  - VI. Ensure the picker is equipped and assigned a DS Shipping Label type printer - if he/she is to print the Shipping pick label while picking.

## 05. Stopping Points

	<p><b>Always Remember: "Do It Right The First Time"</b> It only takes a few minutes to place the appropriate pick label over the JLA item number</p> <p><b>Stop:</b> When opening a master pack carton, make sure the inner JLA pack item matches the JLA item you are to pick from the bin.</p> <p><b>Stop:</b> If the inner JLA pack item does not match the JLA item to be picked, make sure to flag the bin for cycle count.</p> <p><b>Stop:</b> Do not place the pick label anywhere else on the insert, other than over the JLA item number label.</p> <p><b>Stop:</b> Do not cover the green logo on the insert with any label.</p>
	<p><b>Scanner Application:</b> Warehouse Picking -&gt; DS Picking</p> <p><b>EEC URL:</b> <a href="https://eecsystem.com/login.aspx">https://eecsystem.com/login.aspx</a></p> <p><b>EEC US WAREHOUSE LIVE</b></p> <p><a href="mailto:eechelpdesk@jlahome.com">eechelpdesk@jlahome.com</a></p>

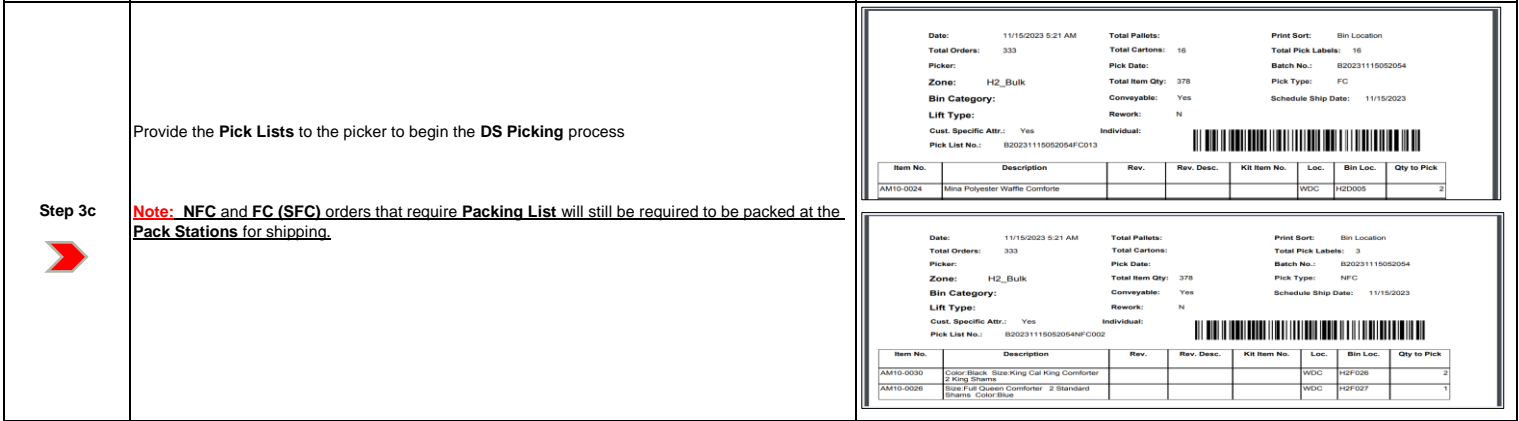
Step #	Task Description	Example Guide
<p><b>Step 1</b></p> 	<p><b>Note:</b> that the <b>Batching</b> process remains the same for these <b>Customer Specific Attribute</b> items.</p>	
<p><b>Step 2</b></p> 	<p><b>Note:</b> you will need to check the "<b>Process SFC as FC</b>" box at the bottom of the <b>Pick List Creation</b> popup box to enable the picker to print the <b>Pick Label</b> while picking at the bin location.</p>	
<p><b>Step 3</b></p> 	<p><b>Note:</b> that the <b>Customer Specific Attribute</b> orders will be on their own pick lists, displaying the <b>JLA Item Number</b>.</p> <p>The word "<b>Yes</b>" will display right after the <b>Cust. Specific Attri:</b> on the pick list to help identify that all the items on the pick lists are those <b>Customer Specific Attribute</b> items.</p> <p>The <b>Pick Type</b> will either be <b>FC</b> (full case) or <b>NFC</b> (non full case) to distinguish whether the items on the pick lists are packed within an inner carton or within a poly bag.</p> <p>For those customer orders that <b>do not</b> require a packing list and is a <b>FC</b> pick type, the picker will be able to print the pick label while picking. And if equipped with a second wireless printer, and the warehouse setting is set to allow to print shipping label while picking, will allow the picker to also print the Shipping Label, while picking. Thus bypassing the Pack Station.</p> <p><b>Note:</b> See <b>User Wireless Printer Setup</b> instructions to assign wireless printers to the picker</p>	
<p><b>Step 3a</b></p>	<p><b>Example:</b></p> <p><b>FC</b> (full case) inner pack within a carton</p>	



Step 3b

**Example:**

NFC (non full case) inner pack within a poly bag



Step 3c

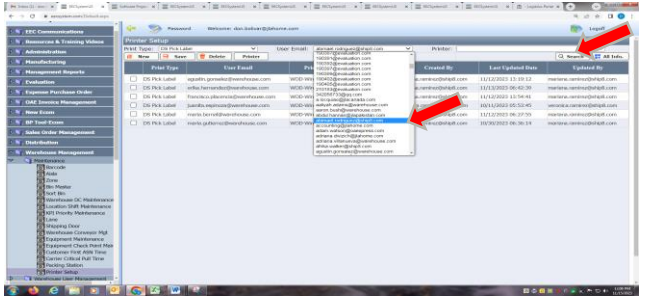
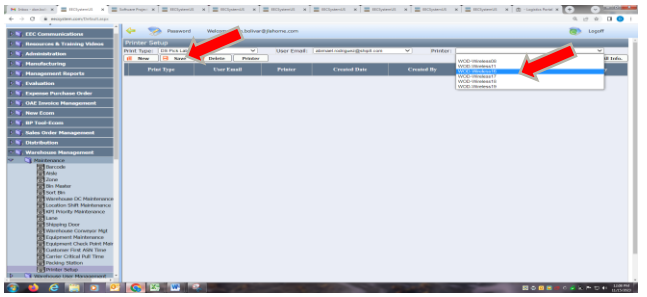
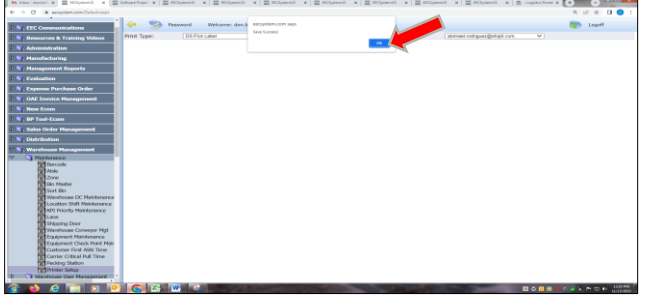
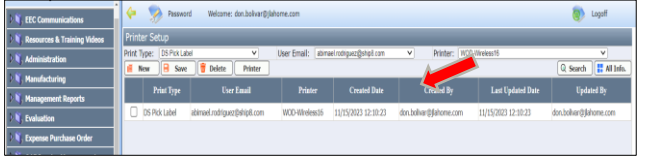

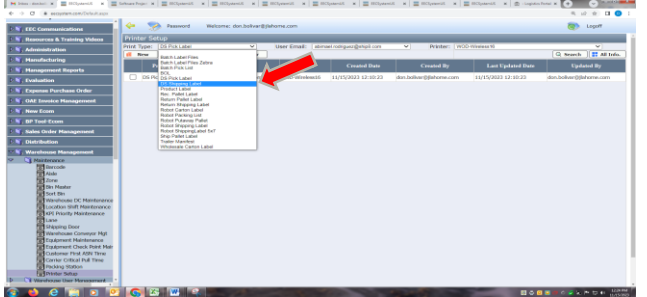
Provide the Pick Lists to the picker to begin the DS Picking process

**Note:** NFC and FC (SFC) orders that require Packing List will still be required to be packed at the Pack Stations for shipping.




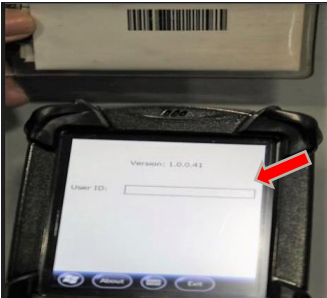


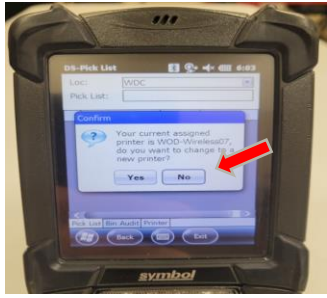
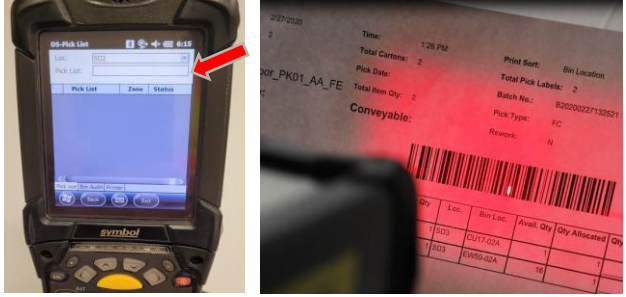

07. User Wireless Printer Setup




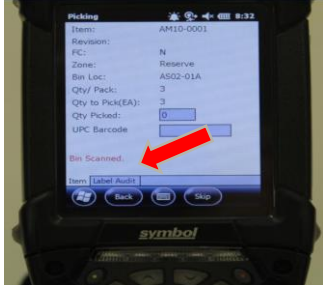

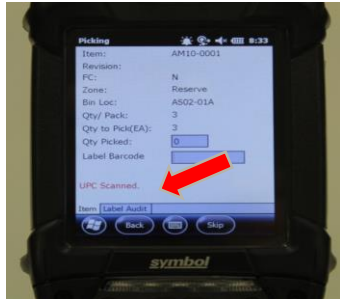
Step #	Task Description	Example Guide
Step 4	<p>Navigate to the <b>Warehouse Management</b> menu page</p> <p>Click on the <b>Maintenance</b> folder</p> <p>Select the <b>Printer Setup</b> module</p>	
Step 5	<p>Select <b>DS Pick Label</b> from the <b>Printer Type</b> drop down list</p> <p>Click the <b>Search</b> button</p> <p><b>Note:</b> <b>DS Pick Label</b> printer type allows the picker to print the Pick Labels while picking</p>	



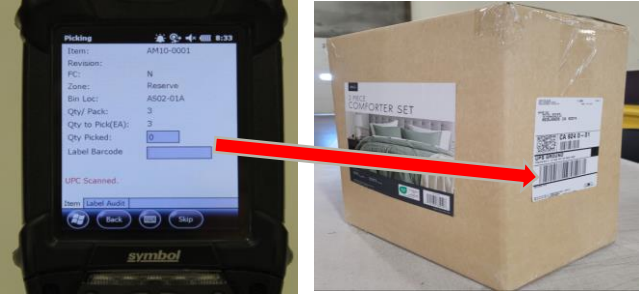





<p><b>Step 6</b></p>	<p>Select the picker's email address from the <b>User Email</b> drop down list</p> <p>Click the <b>Search</b> button</p>	
<p><b>Step 7</b></p>	<p>Select the wireless printer name you will assign to the picker from the <b>Printer</b> drop down list</p> <p>Click the <b>Save</b> button</p>	
<p><b>Step 8</b></p>	<p>A <b>Save Success</b> message will appear at the top of the page</p> <p>Click the <b>OK</b> button</p>	
<p><b>Step 9</b></p>	<p>The newly assigned user and printer will display in the middle of the page</p>	
<p><b>Step 9a</b></p> <p> <b>Note:</b> DS Shipping Label printer type allows the picker to print the Shipping Labels while picking.</p>	<p>To assign a <b>DS Shipping Label</b> wireless printer to the user, follow steps 1 - 9 above, but select <b>DS Shipping Label</b> from the <b>Printer Drop</b> down list in <a href="#">step # 5</a></p>	

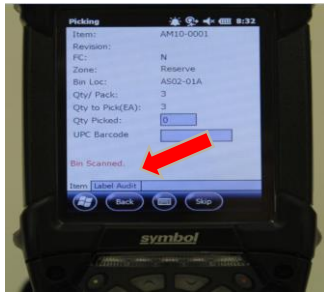




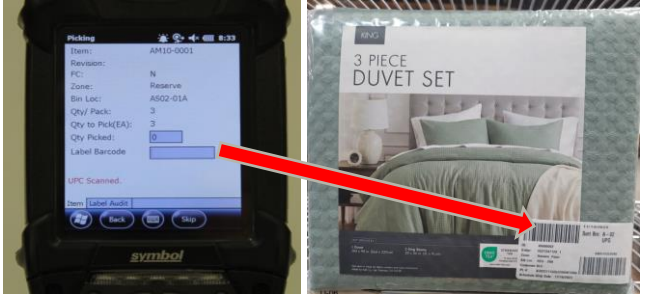
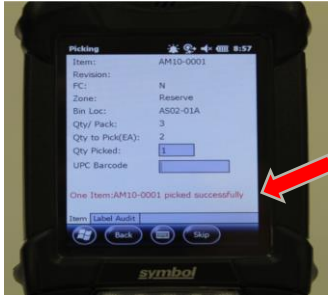
**08. Scanner Login, Navigation & DS Picking process for NFC & FC (SFC) Customer Attribute Orders**

Step #	Task Description	Example Guide
<p><b>Step 10</b></p>	<p>To begin, click on the <b>Warehouse Picking</b> icon.</p>	


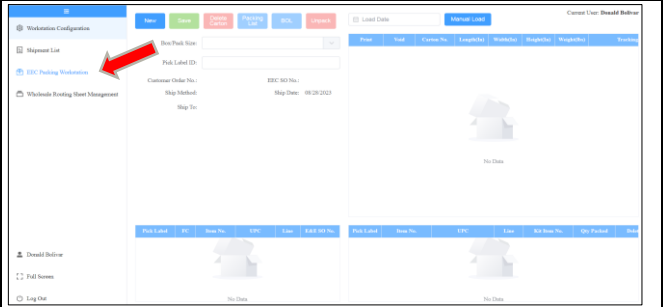
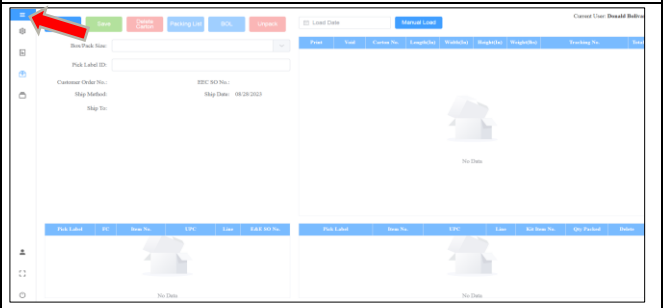
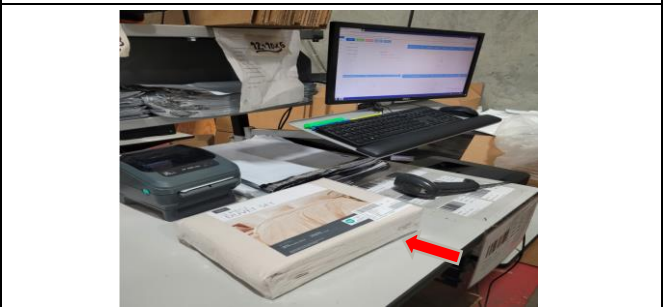
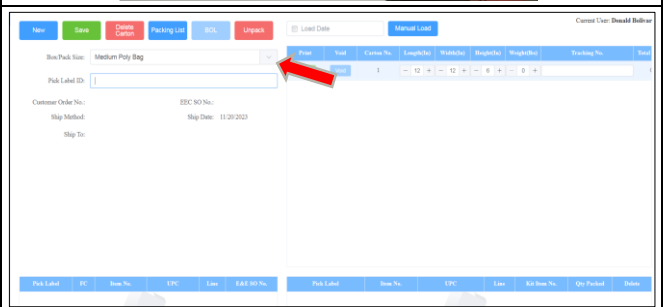
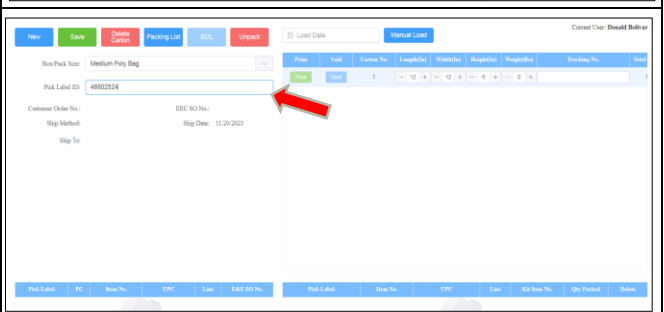
<p><b>Step 11</b></p>	<p>With your cursor in the <b>User ID</b> field, scan your <b>User ID barcode</b>.</p>	
<p><b>Step 12</b></p>	<p>Click on the <b>DS Picking</b> application.</p>	
<p><b>Step 13</b></p>	<p>Select your <b>Warehouse Location</b> from the <b>Loc</b> drop down list.</p>	
<p><b>Step 14</b></p>	<p>Click <b>No</b> at the change printer prompt, unless you want to change the assigned printer</p>	
<p><b>Step 15</b></p>	<p>With your cursor in the <b>Pick List</b> field, scan the assigned <b>Pick List barcode</b>.</p>	
<p><b>Step 16</b></p>	<p>The assigned <b>Pick List</b> will display in the middle of your screen. Click on the <b>Pick List</b>.</p>	


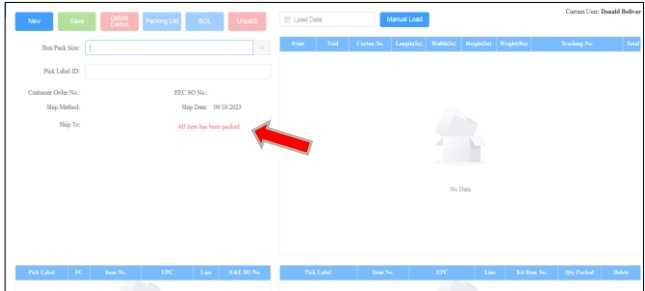
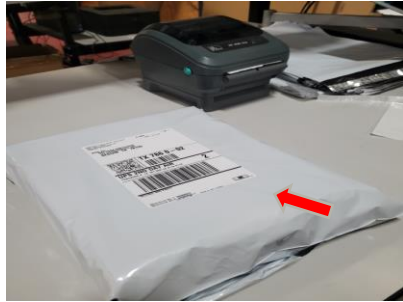
<p>Step 17</p>	<p>This brings up the <b>Picking, Item</b> tab screen.</p> <p><b>JLA Item number, Zone, Bin Location</b> and <b>Quantity to Pick</b> is displayed.</p> <p>Make your way to the assigned <b>Bin Location</b>.</p>	
<p>Step 18</p>	<p><b>Note</b> - prior to scanning anything:</p> <ol style="list-style-type: none"> <li>1 - confirm you are at the correct <b>Bin Location</b></li> <li>2 - confirm the <b>JLA Item Number</b> to be picked is in the bin</li> <li>3 - open the <b>Master Pack</b> carton and confirm the <b>JLA Item Number</b> matches the <b>Item Number</b> to be picked</li> <li>4 - confirm the quantity needed</li> <li>5 - place the item onto your pallet or in your tote</li> </ol>	
<p>Step 19</p>	<p><b>Picking FC (inner packed carton).</b></p> <p><b>Printing NFC Pick Label &amp; Shipping Label</b></p> <p>With your cursor in the <b>Bin Loc Barcode</b> field, scan the assigned bin location barcode.</p>	
<p>Step 20</p>	<p><b>Bin Scanned</b> message will display at the bottom of the screen</p> <p>With your cursor in the <b>UPC Barcode</b> field</p>	
<p>Step 21</p>	<p>Scan the <b>JLA Item UPC</b> barcode.</p>	
<p>Step 22</p>	<p><b>UPC Scanned</b> message will display at the bottom of the screen.</p>	

<p><b>Step 23</b></p>	<p>The <b>Shipping Label</b> will automatically print from the assigned wireless <b>DS Ship Label</b> printer.</p> <p>Remove the <b>Shipping Label</b> from the printer.</p>	
<p><b>Step 24</b></p>	<p>Apply the <b>Shipping Label</b> to the side of the carton.</p>	
<p><b>Step 25</b></p>	<p>With your cursor in the <b>Label Barcode</b> field, scan the <b>Shipping Label</b> barcode (bottom most barcode of the shipping label).</p>	
<p><b>Step 26</b></p>	<p>The associated <b>NFC Pick Label (Customer Specific Pick Label)</b> will automatically print from the assigned wireless <b>DS Pick Label</b> printer.</p>	
<p><b>Step 27</b></p> <p></p>	<p>Apply the <b>NFC Pick Label (Customer Specific Pick Label)</b> over the <b>JLA Item UPC</b> barcode.</p> <p><b>Important: Make sure the Customer Specific Pick Label covers nothing but the JLA Item UPC barcode label on the insert label</b></p>	
<p></p> <p><b>Step 28</b></p>	<p><a href="#">Picking NFC (inner poly bag)</a></p> <p><a href="#">Printing NFC Pick Label</a></p> <p>With your cursor in the <b>Bin Loc Barcode</b> field, scan the assigned bin location barcode.</p>	

<p><b>Step 29</b></p>	<p><b>Bin Scanned</b> message will display at the bottom of the screen</p> <p>With your cursor in the <b>UPC Barcode</b> field</p>	
<p><b>Step 30</b></p>	<p>Scan the <b>JLA Item UPC</b> barcode.</p>	
<p><b>Step 31</b></p>	<p>The associated <b>NFC Pick Label (Customer Specific Pick Label)</b> will automatically print from the assigned wireless <b>DS Pick Label</b> printer.</p>	
<p><b>Step 32</b></p> 	<p>Apply the <b>NFC Pick Label (Customer Specific Pick Label)</b> over the <b>JLA Item UPC</b> barcode.</p> <p><b>Important: Make sure the Customer Specific Pick Label covers nothing but the JLA Item UPC barcode label on the insert label</b></p>	
<p><b>Step 33</b></p>	<p>With your cursor in the <b>Label Barcode</b> field, scan the <b>NFC Pick Label</b> barcode (upper left barcode).</p>	
<p><b>Step 34</b></p>	<p>An <b>Item picked successfully</b> message will display at the bottom of the screen.</p> <p><b>Repeat Steps 28-33 until all items have been picked.</b></p> <p>Deliver your completed NFC orders and/or full tote to the <b>Pack Station</b> for shipping.</p>	

09. Performing the Packing function at the Pack Work Station

Step #	Task Description	Example Guide
<p><b>Step 35</b></p>	<p>Login to the <b>Ship8 Packing Work Station</b></p> <p>Enter you valid company email address into the <b>Email</b> field</p> <p>Enter your own unique user password into the <b>Password</b> field</p> <p>Click the <b>Login</b> button</p>	
<p><b>Step 36</b></p>	<p>Select the <b>EEC Packing Workstation</b> from the menu page</p>	
<p><b>Step 37</b></p>	<p>Use the <b>directional arrow</b> to expand the page</p>	
<p><b>Step 38</b></p> <p>➔</p>	<p>If the item to be packed is an NFC (<u>inner pack within a poly bag</u>) item</p>	
<p><b>Step 39</b></p>	<p>Select the appropriate size carton or shipping poly bag from the <b>Box/Pack Size</b> drop down list</p>	
<p><b>Step 40</b></p>	<p>With your cursor in the <b>Pick Label ID</b> field, scan or type in the <b>Pick Label</b> number of the item you will be packing</p> <p>Click <b>Enter</b> on your keyboard</p>	

<p><b>Step 41</b></p>	<p><b>Packing List</b> (if required) and <b>Shipping Label</b> will automatically print from your assigned printers</p>	
<p><b>Step 42</b></p>	<p>An <b>All item has been packed</b> message will display in the middle of the page when all items have been packed complete</p>	
<p><b>Step 43</b></p>	<p>Place the item into the shipping poly bag, insert your <b>Packing List</b> (if required) inside the shipping poly bag &amp; seal the bag</p> <p>Apply the <b>Shipping Label</b> to the outside of the sealed shipping poly bag</p>	

## Management Approvals

By signing the below, you confirm that you have read, understand and approve the described procedures and standards to be the best practices.

Name (Printed)	Signature	Organization	Title	Date
			Manager	
			Director	
			Executive	