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PURPOSE: To define requirements for receiving products in GFS Distribution Centers. This applies to full and less-than-load (LTL) deliveries.

SCOPE: This document applies to all Suppliers, Shippers, and GFS DC Receivers/Quality Inspectors

REFERENCES: Applicable Federal, State and local regulations, applicable GFS Product Specifications or Product Quality Criteria, Commodity-Specific Receiving Requirements, Applicable USDA Grade Standards, SOP0540 Vendor Damage Procedures, WI0519 Good Arrival Guidelines, WI0500 Procedures for Handling Leaking Cases, WI0520 Markon TempTale GEO Procedure, WI0521 Receiving Inspections, WI0527 Receiving Load Inspection Form, WI0512 Thermometer Calibration Procedures, WI0513 Food Rejection Report, WI0551 Pallet Receiving Temperature Monitoring Log, WI0552 Pallet Receiving Temperature Non-Compliance Log, FDA FSMA Preventive Controls Rule

RESPONSIBILITIES:

- Suppliers and shippers must deliver products that meet GFS security, temperature, packaging, quality, and shelf life requirements.
- GFS Receivers/Quality Inspectors must verify security, temperature, packaging, quality, and shelf life are acceptable at the point of receipt.

REQUIREMENTS:

1.0 TRANSPORTATION- SECURITY, TEMPERATURE AND RECORDERS:

1.1 Security

- It will be documented on WI0527 Receiving Load Inspection Form whether the load arrived locked, unlocked or sealed (can be documented by Driver or Receiver). If seals are in place, seal numbers shall also be recorded on the form.
- Customer specific seal/lock requirements and procedures are outlined in WI0574 Customer Specific Trailer Receiving Requirements.
- Shipping documents with suspicious alterations will be thoroughly investigated.

1.2 Transportation – Temperature and Recorders:

- GFS QA and GFS customer specified "temperature sensitive" refrigerated foods and Markon produce loads are required to have temperature recorders to verify that proper temperatures were maintained during transit.
 - Temperature recorders should indicate loads are maintained without deviations from the proper transport temperature ranges.
 - Anytime that there is a split load on a truck, there is to be one temperature recorder for each delivery stop to allow review of the condition of the load prior to receipt.
 - If there is no temperature recorder on the load, or if the temperature recorder indicates that the temperature was out of the acceptable ranges during transit, the GFS Receiver/Quality Inspector will further inspect the load and determine disposition according to the criteria in WI0521 Receiving Inspections.
 - If there is no temperature recorder on a Markon load, follow the guidance in WI0520 Markon TempTale GEO Procedure.
- Ambient temperatures of trailer freezer and cooler sections will be verified from trailer readout and recorded on the Receiving Load Inspection Form prior to unloading (can be documented by Driver or Receiver).

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- All items are to be unloaded from the appropriate container compartment (frozen items from the freezer, refrigerated items from the cooler, and dry items from the dry section).
- Produce, sour cream and oil or mayonnaise-based dressings should not be received from the trailer cooler if they are in an area 2 feet high x 2 feet deep directly in front of the freezer bulkhead.
- Truck transport temperatures for cooler items must be maintained between 34°F and 40°F unless otherwise specified by the customer or vendor.
- Exception limits for selected produce items are found in WI0521 Receiving Inspections and WI0520 Markon TempTale GEO Procedure.

2.0 GFS RECEIVING INSPECTIONS:

2.1 General Quality Requirements:

- Depending on the product type, GFS Receivers and/or Quality Inspectors will verify each item from every load meets applicable requirements for security, temperature, packaging, quality, and shelf life.
- Detailed procedures are included in WI0521 Receiving Inspections.
- Products that do not conform to applicable GFS Product Specification or Product Quality Criteria will be rejected.
 - Any product refusal will be noted on the Bill of Lading and Receiving Records.
 - The Quality Inspector or Receiver will document product rejections of non-conforming temperatures and/or related visible temperature damage.
 - Any product that does not conform to GFS required temperatures will be documented on WI0552 Pallet Receiving Temperature Non-Compliance Log
- Trailer condition must be clean, sound (no holes or conditions that could cause contamination or pest harborage), no offensive odors, no pest infestation or exposed glass.
- Product quality issues are the responsibility of the shipper, broker or supplier.
- Damage/ temperature abuse situations are the responsibility of the carrier and/or shipper.
- Items not ordered on a GFS PO will be rejected unless otherwise coordinated by Logistics or National Quality Assurance.

2.2 Packaging:

LABELING:

- Cases or inner packages/containers lacking proper labeling will be rejected.
Barcodes: Each case should display a Shipping Container Code. Catch weight products should display a bar code that includes the weight. The bar codes must appear in human readable and bar coded formats that meet the size, placement and scan ability requirements of the Uniform Code Council.
- Produce that is stocked at GFS in more than one size or count must have the size or count clearly displayed on the case or it will be rejected.
- Processed produce products that do not display a "Use by" date on the case and inner packages will be rejected.
- Other labels of produce may be substituted for Markon's label with prior approval from GFS' Category Manager.
- Any produce shipped with wet ice will be rejected.

INTEGRITY:

- Cases, inner packages/containers, or products contaminated with foreign substances or that show signs of sabotage/tampering will be rejected.

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- It is the responsibility of the supplier to use packaging that will withstand the rigors of foodservice distribution from the supplier to the end customer.
- Cases or inner packages/containers that are wet, leaking, crushed, torn, or severely damaged will be rejected.
 - Cases that are leaking are rejected;
 - Cases that have been leaked on & have liquid puddled on them and/or dripping down the sides are rejected; If cases that have been leaked on are discovered, at their discretion, the Receiving Supervisor determines that the amount of contamination is not excessive and can be reasonably wiped off, then it is permissible to perform such activity according to WI0500 Handling Procedures For Leaking Cases. The decision whether or not to perform this activity is made solely by GFS Receiving.
 - Cases that have moisture on them (e.g., general clear moisture, no puddling and/or blood-tinged liquid) are being accepted. If it is not obvious that moisture on a case is clear moisture or blood (such as, if it is spread too thin across the surface) but there are cases from the same pallet that obviously have blood on them, it is reasonable to conclude that the substance on the questionable cases is also blood. We are not willing to expose employees, other products and customers to potential food safety risks from cases contaminated with blood.
 - Cases that have small (quarter size), dried spots, are being accepted
 - Cases that show evidence of commingling(mixing of inner package contents).
- Any cases that are received into a GFS facility, and then later found to be leaking or short packed, will immediately be disposed of or donated and billed back to the vendor (ref. SOP0540 Vendor Damage Program).
- Bagged items without secondary or tertiary packaging are to be on pallets with slip sheets before they are put into inventory.
- Products damaged as a result of being subjected to improper temperatures will be rejected.
- Cartons or cases with lids or flaps not secured shut may be, at D.C. management discretion, rejected or reworked at the supplier's expense.

2.3 Temperature:

- Frozen and refrigerated foods **shall not be** received on docks with no temperature control.
- Pulp temperatures will be taken utilizing a calibrated thermometer.
- The Receiving Checker will take product temperatures on all "temperature sensitive" items. This action is prompted on the RF gun by the Warehouse Management System (WMS).
 - Items are determined to be "temperature sensitive" by GFS Quality Assurance and our customers. The temperature verification flag in WMS and acceptable product temperatures are maintained at the item level by GFS Quality Assurance.
 - WMS requires a minimum of one temperature to be taken per "temperature sensitive" item and the reading must be within the acceptable range prior to being received.
 - If a full load of one "temperature sensitive" product is received, the system will prompt the Receiver to take three product temperatures (preferably from the front, middle and back of the load).
 - WMS will prompt the Receiver of the acceptable temperature range on an item-by-item basis.
 - For refrigerated loads that do not have any WMS required "temperature sensitive" items, WMS will prompt the receiving checker to take a minimum of 3 temperatures (front, middle and back) of the load to ensure appropriate product temperatures have been maintained throughout transit. These temperatures are captured into the RF gun.
 - WMS will store captured temperature information, specific to items and POs as part of the receiving process.

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- The majority of cooler items have the acceptable temperature range of 34 F to 40 F. The Receiver is to follow item-specific temperature ranges as indicated by WMS as there are many items with unique temperature ranges.
- If the WMS prompts that the product is outside of the item's acceptable temperature range, it is required that additional temperatures are taken from other cases of the same item from separate areas of the pallet (top, middle, bottom), to determine if the whole pallet should be rejected or just the cases that had temperatures above the limit.
- Produce temperature requirements are detailed in WI0521 Receiving Inspections.
- Freezer items must have temperatures less than 10 F. Product that is outside of the item's acceptable temperature range requires that a minimum of two additional temperatures be taken from other cases of the same item.
 - Ice cream and ice cream products must have temperature less than -10°.

2.4 INFESTATION:

- If GFS discovers **live** rodent, bird, other non-insect, or cockroach activity, GFS will immediately load any product from that load back onto the truck and the load will be rejected.
- If GFS discovers **signs** of rodent, bird, other non-insect, or cockroach activity, GFS Supervision will determine disposition of the load based on its condition. GFS reserves the right to reject the load in whole or part so as to not introduce unacceptable cases/conditions into our facilities, our trailers and customers.
- If GFS discovers **live** innocuous insects or worms (not harmful and commonly found in produce) in a **produce** load, the sampling plan defined in WI0521 Receiving Inspections will be followed.
- Under no circumstances will product from **fully** infested loads be disposed of on GFS property.

2.5 ITEM SPECIFIC RECEIVING REQUIREMENTS:

- Products with specific receiving requirements are flagged at the item level. The item flags trigger WMS to print unique paperwork that alert the Receiver that modified receiving procedures need to be followed to ensure that the customer and regulatory requirements are being met.
- The appropriate GFS Seafood HACCP or customer specific receiving procedures are to be used for those items with unique receiving requirements.

3.0 DATING and SHELF-LIFE:

Suppliers must ship dated items that comply with:

- The agreed-upon code dating format
 - Either "closed-production", "open-production" or "open-expiration" dated as specified by the supplier via the GFS New Item Setup Form or subsequent communication to GFS. This assures that our systems' settings match the type of code date on the shipping case; and
- The mutually agreed upon minimum shelf life at time of GFS receipt.
 - Our system defaults to require 75% of the total shelf life must be remaining upon delivery to GFS, unless the supplier advises otherwise via the GFS New Item Setup Form or subsequent communication to GFS.
- If a pallet has multiple code dates, the supplier is responsible to clearly label the pallet with signage to indicate this fact, and to put the oldest code date on the top layer(s).
- If an item being received does not conform to these requirements, it may be rejected.

4.0 Federal Inspection Procedures for Rejected Produce

- If Markon or the shipper requests a federal inspection on rejected produce, the Quality Inspector will call the Federal Inspector for their region found at the following website;
<https://www.fsis.usda.gov/wps/portal/informational/districtoffices>

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- When requesting a Federal Inspection, the request needs to be specific to the item, total number of cases, origin, GFS P.O. number, label(s), lot number (if available), current location of the product, and the type of inspection being requested (specific to the reason GFS rejected it).
- The Federal Inspector needs to fax the completed inspection report to: Markon (FAX 831-757-9751) and GFS National Quality Assurance (FAX 800-968-6209).
- GFS is not responsible for allowing the Federal inspection to take place on our dock.

5.0 DISPOSITION OF REJECTED PRODUCTS:

GENERAL:

5.1 Freight Pre-paid

Products rejected for any reason will be placed back on the carrier's truck and noted on the Bill of Lading with driver signature. Reasons for rejection should also be noted on the Bill of Lading.

5.2 Freight Collect:

- A) **Carrier Damage** – When the GFS Receiving department determines that the cargo damage was caused by the carrier, the product is to be placed back on the carrier's trailer. Receive P.O. quantity "short". The Bill of Lading must note; "product damaged by carrier – placed back on trailer". If the carrier/driver refuses to accept the damaged goods, then Bill of Lading must note; "product damaged by carrier – refused by carrier".
*Driver signature required on Bill of Lading for both instances.
*Description of damage should be noted on the Bill of Lading.
- B) **Supplier Damage** (Freight Collect or Backhaul):
All product damage must be noted on the Bill of Lading with a description and driver signature.
- 1) If the cost of the affected cases for a given item on a delivery is less than \$250 **and** 5 or fewer cases, GFS will not hold cases for supplier's inspection/pick-up. The cost of the cases will be deducted from our payment to the supplier for that shipment.
 - 2) If the cost of the affected cases for a given item on a delivery is greater than \$250 **and/or** the quantity of cases is greater than 5, GFS will receive the quantity in full. The supplier will be notified and expected to respond within three days of notice regarding the disposition of the cases. If a pick up is required, it must occur within 5 days. Cases that are leaking and pose a potential health or sanitary risk will be disposed of immediately
- C) **GFS Transportation Damage** – When the GFS Receiving department determines that the cargo damage was caused by GFS Transportation, the product is to be received in full, product will then be removed from inventory using a "38" code(product unusable upon arrival, GFS responsible).

Reason for revision	Revisor
Removed WI0574 from references section, added "commingling" language to section titled "Integrity"	Bernard Gosline