



45 Broadway, New York, NY 10006 (212) 766-5854 Fax (212) 766-5815

Recommended Warehouse/Plant Receiving Best Practices

Containers or trailers received at the warehouse dock should be visually inspected to ensure there is no evidence of damage or holes, doors are closed tightly and the security seal is still present and intact. The seal number(s) should be checked and verified against transport documents. All seal numbers should be recorded on the warehouse receiving report. If container seal is not present or if container seal number is different than indicated on the transport documents, cargo owner should be notified. All seals should be removed by facility personnel and not by the truck driver. Unloading of ocean containers should occur within three days of removal from the terminal.

BAGGED COFFEE

Bags should be unloaded directly on to clean and dry pallets in crisscrossing or cross-tier layers to ensure stable stacking. Bags should not overhang pallets by more than four inches to prevent stress on the bag corners.

If any wet or otherwise damaged bags are discovered prior to or during the unloading process, the following actions should be taken to minimize loss and protect the interests of the beneficial cargo owner:

1. Ascertain if damage may have been caused by water ingress through a hole or crack in the container or trailer walls, doors, ceiling, or flooring, poorly fitting doors, gaskets, or any other apparent breach in the container or trailer's structural integrity.
2. Photographs should be taken of the unit number appearing on the exterior or interior of the container or trailer.
3. Photographs should be taken of the damaged coffee still within the container or trailer.
4. Photographs should be taken of any hole, crack or other breach in the container or trailer's structural integrity which may have caused the damage to the coffee.
5. Continue unloading with damaged bags counted and segregated from apparent sound bags by placing them on to separate pallets.
6. The owner of the coffee should be immediately notified and instructions obtained.
7. Delivery receipt must be notated with exceptions including the total number of bags received, the number of bags deemed to be damaged, and any visible damage to container or trailer.
8. Warehouse receiving report should indicate quantity received, all exceptions, container or trailer condition, number of desiccant bags (dry-bags), whether cargo was protected by kraft paper or cardboard within the container or trailer, whether the vents were opened or closed, and where the damaged bags were located within the container or trailer. A diagram is a useful tool to record container or trailer defects and specific location(s) of damaged bags within.

BULK COFFEE

If there are any stains on the container or trailer liner indicating possible water damage to the contents, the owner of the coffee should be immediately notified and instructions obtained prior to proceeding with container unloading.

If any wet or otherwise damaged coffee beans are discovered during the unloading process, the following actions should be taken to minimize loss and protect the interests of the beneficial cargo owner:

1. Ascertain if damage may have been caused by water ingress through a hole or crack in the container or trailer walls, doors, ceiling, or flooring, poorly fitting doors, gaskets, or any other apparent breach in the container or trailer's structural integrity.
2. Photographs should be taken of the unit number appearing on the exterior or interior of the container or trailer.
3. Photographs should be taken of the damaged coffee still within the container or trailer.
4. Photographs should be taken of any hole, crack or other breach in the container or trailer's structural integrity which may have caused the damage to the coffee.
5. The owner of the coffee should be immediately notified and instructions obtained prior to proceeding further.
6. Once instructions have been received to proceed with the unloading, damaged coffee beans must be carefully and thoroughly removed ensuring that any moldy or damaged beans are clearly separated from sound beans. Damaged beans should be collected in bags, super sacks, or other containers and weighed upon completion.
7. Delivery receipt must be notated with exceptions including the presence of damaged coffee and any visible damage to the container or trailer.
8. Warehouse receiving report should indicate approximate sound and damaged quantities received, container condition, whether cargo was protected by kraft paper or cardboard, if there were desiccant bags (dry-bags) present, if the vents were opened or closed, and where damaged beans were located within the container or trailer. A container diagram is a useful tool to record container or trailer defects and specific location(s) of damaged beans within.

CONTAINER UNLOADING - REPORT OF DAMAGED CARGO

Fill out this report every time wet bags of coffee are received in a container.

This is a form to provide additional information in case of damages. It does not replace the regular Warehouse Receiving Report.

Container number: _____

Container arrival date: _____

ICO Marks: _____

Initial strip date: _____

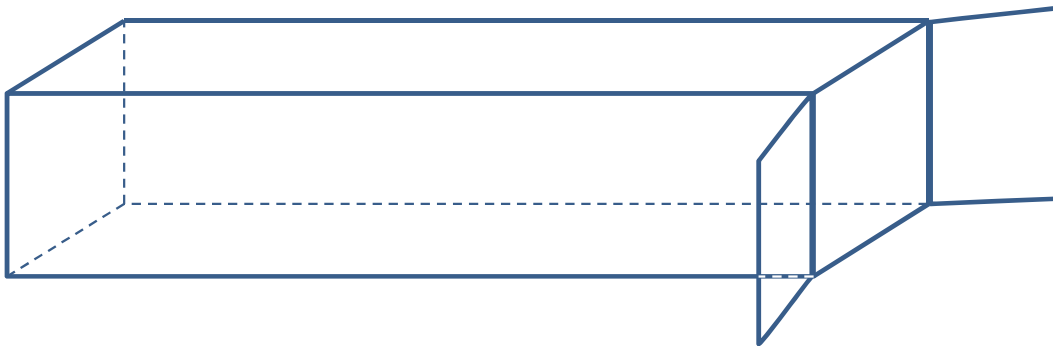
Total number of bags received: _____

Number of good bags received: _____

Number of damaged bags received: _____

Description of the problem: _____

If there are any holes or damages in the container, use the diagram to show the location:



Container Liner: Please mark with an X all applicable options.

Liner Location	Kraft paper	Corrugated cardboard	No liner
Sides			
Floor			
Back end			
Doors			
Over the bags			

Desiccant bags:

Present in the container? _____

Number of desiccant bags: _____

Brand/marks in the bags: _____

Ventilation holes:

Covered with tape? _____

Covered with the liner? _____

Not covered _____

Attach photographs of the container, container number, damaged coffee still inside the container, and any other evidence that you consider relevant to help with the documentation of the problem.