

ECOM FULFILLMENT – NIGHT TEAM

STAGING & FLOW RACK

INSTRUCTION MANUAL

Staging Committee

For every stager and flow rack on the night team.

Keep this with the staging sheets. If anything here does not match what your store actually does, raise it on the committee forum.

The two jobs

- **Staging** — sets the floor up for the night: truck sheets, ambient, chiller, T3 pallets for the flow rack, and flat tops as they come in.
- **Flow rack** — the sorter: lifts totes and organises them into chilled and ambient.

Order matters. Truck sheets first, then ambient, then chiller, then T3 pallets for the flow rack. Flat tops are staged as they come.

Job 1 — Staging

Step 1 — Truck sheets (start of shift)

- At the **start of your shift**, write the **truck numbers** up on the sheets.
- Do this before anything else — the whole night runs off those sheets.

Step 2 — Stage ambient

1. **Start with a tidy floor.** Clear and put away anything left out of place before you stage.
2. **Make enough space for each truck** using pallets — every truck on the sheets gets its own room.
3. **Fill the extra space with pallets of totes.**
4. **Put the trolleys up the back.**
5. **Put the signs up:** totes are **not** to be taken from the stored pallets — take totes **from the dock**.

Signage rule: the stacked totes up the back are **empty**, and it is hard to get them back up there once they are out. Totes come off the **dock**, never off the stacks. That is what the signs are for — put them up every night.

Step 3 — Stage the chiller

- Once ambient is done, **stage the chiller** the same way.

Step 4 — T3 pallets for the flow rack

- Get the **T3 pallets** out for the **flow rack**.

Step 5 — Flat tops

- **Stage flat tops as they come** — this runs for the rest of the shift, not as a one-off.

Job 2 — Flow rack

The whole job

- **Lift totes** off the flow rack.
- **Organise them into chilled and ambient.** Two streams, kept separate, every time.

Totes

Keeping totes moving

- **Fill totes in bagging.**
- **Receive totes from the dock.**

Quick checklist — stick this up

Staging

- ☐ 1. Truck numbers written up on the sheets (start of shift)
- ☐ 2. Staging area tidied first
- ☐ 3. Space made for each truck with pallets
- ☐ 4. Extra space filled with pallets of totes
- ☐ 5. Trolleys up the back
- ☐ 6. Signs up — totes from the **dock**, not the stored pallets
- ☐ 7. Chiller staged
- ☐ 8. T3 pallets out for the flow rack
- ☐ 9. Flat tops staged as they come (ongoing)

Flow rack

- ☐ 1. Lift totes
- ☐ 2. Sort into **chilled** and **ambient**

Totes

- ☐ 1. Totes filled in bagging
- ☐ 2. Totes received from the dock

Questions, problems, or a better way of doing it? Post it on the committee forum — that is what it is for.