

Standard Operating Procedure: FSS009-131023

Title: Warehouse Customer Self-Service

The following departmental procedure shall be utilized by Facilities Management personnel accessing the warehouse and obtaining materials on a self-service basis. When warehouse personnel are present and available they will be happy to assist customers in obtaining materials; however, due to staffing levels, Facilities Management personnel often find themselves in a self-service situation. In order to assist the warehouse in maintaining its inventory and organization, all personnel must adhere to the following procedure when checking out warehouse materials on your own.

- When selecting materials, note the warehouse stock number. If there is any question as to the stock number of an item or the status of an item such as stock or non-stock, consult warehouse staff when they are available rather than making an assumption. Do not remove items from the warehouse unless you are certain of the warehouse stock number.
- If you remove an item from its location and decide that you do not need to check it out, ensure the item is returned to the exact location you took it from. If you are not certain of the location, ask warehouse staff for assistance. Never move warehouse items to a new location without first consulting warehouse staff.
- If you take individual items such as Tapcons, plastic anchors, Ty-Raps, and screws from unopened boxes or packages, either write the word “partial” on the box or empty the remaining contents from the box or package into the bin. Do not open full boxes until partial boxes or bin inventory is exhausted.
- Avoid opening multiple boxes of the same item to see what is inside when the contents are clearly marked on the outside.
- When taking a quantity of wire or rope from a spool, write the new balance on the roll. Markers and paint pens are available at the front counter for this purpose.
- Units of measure for warehouse stock items are not currently noted on the label. The maintenance management system does not allow for checking out materials in a unit of measure other than what is designated in the system for the particular item. Accordingly, if an item’s unit of measure is pounds, one-half or one-quarter pound cannot be issued. Similarly, if an item’s unit of measure is pack, an each cannot be issued. Although careful consideration is given when establishing the unit of measure for new warehouse stock items, every potential scenario cannot be accommodated by the system. Always ensure that you check out items based on the item’s unit of measure. If you are unsure about the unit of measure for a particular item, please consult with warehouse staff.
- Once items have been selected, record the necessary information on the issue log located at the front counter including your last name, the work order number to charge the items to, the quantity taken, and the stock number of each item. Most warehouse stock items are issued by the each but not all; if there is any doubt write the unit of measure next to the quantity taken. Make every effort to write legibly and to not

transpose numbers on the issue log. If it would be helpful, take one of the clipboard logs with you while shopping.

- Have your work order number available when checking out materials. If you are taking supplies for an emergency job or a 601 call and a work order number is not available yet, draw a circle in the work order number field of the issue log to indicate the number is pending. Advise the warehouse of the number as soon as it is available.
- When returning items to the warehouse from a job, it is essential for you to provide the work order number that the items were issued to. Never return issued items to their warehouse location without first logging the return on the issue log (a returned item is designated by writing the letters RTS for Return to Stock next to each item being returned) or advising warehouse staff of the return. This will allow warehouse staff to remove the items from the job they were issued to and ensure accurate inventory counts.
- Never place materials in the warehouse without first consulting the Warehouse Clerk. With very limited exceptions, it is the policy of the warehouse not to store non-stock materials, as they compromise the organization and efficiency of the warehouse.

REFERENCES

- Issue Log