

# PENDOT Order Processing For BMV

## Emergency Response Plan

This guidance is intended as a reference and to aid sound judgment and common sense. All media inquiries should be referred to the Community Relations Coordinator.

### **Fire Emergencies**

#### **In the event of an obvious fire and/or smoke hazard or gas odor:**

The person identifying the threat will pull the fire alarm located next to the exit door in the UPS area. Evacuate the premises immediately according to the designated evacuation plan.

The Supervisor or designee on site, Fred Bender, should immediately call the local law enforcement agency or emergency number (9-911) to inform them of the emergency.

The person who reported the fire should also arrange to meet with the fire department upon arrival to inform them of the location of fire and any other pertinent information.

Employees, visitors, drivers, etc. should evacuate to the designated safe assembly area located at:

The front right corner of the building.

Supervisor or if not available, the designee should account for employees and guests after being evacuated. An attendance sheet will be used to assist in accounting for the employees and guest. It is necessary to call-out loudly and clearly "here" when your name is called.

#### **In the event of a reported fire, smoke, or a gas odor:**

Supervisor should send one member of the evacuation team and at least one other individual to investigate further.

Should the threat be determined to be manageable, the fire team and any other appropriate personnel utilizing readily available resources should immediately address it

If the threat is unmanageable, follow the instructions previously given.

#### **Follow-up procedures after an emergency evacuation has occurred:**

Contact local utility companies that may have been affected by the emergency to determine if utility services should be shut off for reasons of safety.

No one may reenter facility until the local police or fire authorities have determined that it is safe for re-entry.

For further information, please refer to guidelines covered under the Emergency Response Plan in PPIM # Z-01-026. (See Appendix F)

### Emergency Phone #'s of Police and Utilities, Etc.:

Emergency Number	911
Non –Emergency Number	558-6900
<u>Management Notification:</u>	
Barry Williams (BOS)	787-9209
Dennis Balbac (BMV)	783-6474

## **BMV Contact Information**

License Plates, Renewal Registration Stickers, Weight Class Decals, and Rear Window Permits.

Contact person: Dee Krehling  
Output Control Staff Office  
Riverfront Office Center  
1101 S Front Street – 1<sup>st</sup> Floor  
Harrisburg PA 17133  
(717) 787-2680

Handicap Placards.

Contact person: Dawn Barwell  
Customer Service Division Unit  
Research and Support  
Riverfront Office Center  
1101 S Front Street – 3<sup>rd</sup> Floor  
Harrisburg PA 17133  
(717) 787-9720

Safety Inspection Inserts/Emissions Inspection Inserts

Contact person: Chadd Weikert  
Inspection Sticker Processing Unit  
Riverfront Office Center  
1101 S Front Street – 3<sup>rd</sup> Floor  
Harrisburg PA 17133  
(717) 705-2411

Organ Donor Brochure

Contact person: Bill Neal  
Department of Health  
7th & Forster Street,  
Health & Welfare Bldg, Room 1000  
Harrisburg PA 17120  
(717) 787 5900

TAP Flyers.

Contact person: Kathleen Mcgrath  
Treasury Department  
218 Finance Bldg  
Harrisburg PA 17120  
(717) 772 5000

Title Certificates and Salvage Certificates.

Contact person:	Penni Bernard Customer Service Division Research and Support Unit Riverfront Office Center 1101 S Front Street-3 <sup>rd</sup> Floor Harrisburg PA 17133 (717)772-3337	Angel Martin Customer Service Division Research and Support Unit Riverfront Office Center 1101 S Front Street-3 <sup>rd</sup> Floor Harrisburg PA 17133 (717) 787-9720
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Transporters.

Contact person: Paula Stubbs, BMV  
Receiving & Depositing Unit  
Riverfront Office Center  
1101 S Front Street-2<sup>nd</sup> Floor  
Harrisburg PA 17133  
(717) 787-7852

DL800CN's (Address Change cards for Drivers License)

Contact person: Barry Williams  
Materials & Services Mgmt Division  
Keystone Building  
400 North Street  
Harrisburg PA 17105-3451  
(717) 787-9209

## Receiving

### Receiving Products Housed in the BMV Warehouse

The procedure for receiving shipments, excluding title shipments, is done the same way for all of the products housed in the warehouse.

The warehouse employees are notified two days in advance of the delivery by the supervisor of Miscellaneous Processing. Once the shipment has arrived at the warehouse, a BMV employee will unload the shipment from the back of the truck and then verify what was delivered accordingly to the packing list and Bill of Lading.

Once it is established that everything was received, the employee will sign for the shipment. Copies are made of the Bill of Lading and Packing Slips and filed in the warehouse. The originals are hand carried to the Supervisor of the Miscellaneous Processing Unit located in Output Control. The supervisor will distribute the original paper work to the proper contact person that ordered the shipment.

Attached are several examples of some of the shipments that are received in the BMV warehouse.

- Example A: Packing Slip for a shipment of Emergency License Plates
- Example A1: Bill of Lading for a shipment of Emergency License Plates
- Example B: Packing Slip for a shipment of "NO PERMIT" Renewal Stickers.
- Example B1: Bill of Lading for a shipment of "NO PERMIT" Renewal Stickers.
- Example C: Packing Slip for a shipment of Safety Emissions Inspection Inserts.
- Example C1: Bill of Lading for a shipment of Safety Emissions Inspection Inserts.
- Example D: Invoice for a shipment of Organ Donor Brochures and TAP Flyers.
- Example E: Packing Slip for a shipment of Transporters.
- Example E1: Bill of Lading for a shipment of Transporters.

### Receiving Titles and Salvage Certificates Housed in the BMV Warehouse

#### Titles and Salvage Certificates Shipments

The staff in the warehouse will be notified by the supervisor of Miscellaneous Processing a week in advance of a title and salvage certificate shipment. Titles and salvage certificates are shipped from the vendor (Moores) in a sealed truck.

Only employees of the BMV warehouse are permitted to cut the seal once the truck has arrived at the warehouse.

The shipment is verified and placed inside the cage area.  
Two photocopies are made of the Seal, Packing Slip and Bill of Lading.

Attached are examples of shipments that are received in the BMV warehouse.

- Example F: Packing Slip for a Title shipment
- Example F1: Bill of Lading for a Title Shipment.
- Example G: Packing Slip for a Salvage Certificate shipment.
- Example G1: Bill of Lading for a Salvage Certificate shipment.
- Example H: A copy of the Seal that is cut from the back of the truck upon receipt of shipment.

One copy is kept in the warehouse for inventory purposes. The other copy goes to the Supervisor of the Miscellaneous Processing Unit also for title inventory purposes. The original invoice and seal are hand carried by a BMV driver to the Administrative Assistant in the Output Control Staff office.

The Titles and Salvage Certificates come on skids already shrink - wrapped and banded together.

There can be anywhere from 40 to 80 cartons on a skid. Each carton is number 1 thru 1000, listing the beginning and ending serial numbers of the titles or salvage certificated in each box.

Label sheets are made by the BMV warehouse employees and placed on each skid by the order the come in. **(See example of Label sheet)**. This type of label is made for each skid of titles and salvage certificates that were received in for that delivery.

For security purposes, the titles are kept in the cage area at all times. The skids remain sealed in the shrink - wrap and banded.

### **Example of Label Sheet for Title and Salvage Certificate Skids**

PALLET # 1  
CARTON #1 to CARTON# 80

Beginning Serial #  
23500001  
Ending Serial #  
23660000

Date 3/30/04

### **Example of Label for Title and Salvage Certificate Skids**

PALLET # 2  
CARTON #81 to CARTON # 160

Beginning Serial #  
23660001  
Ending Serial #  
23820000

Date 3/30/04

## Pick and Pack Procedures

### Logging onto "TOPICS"

On your desk top there should be an icon for the PENNDOT Mainframe...click on it. Making sure you are on Session A, enter IMS in the field provided and then Enter. (see screen below)

PENNSYLVANIA DEPARTMENT OF TRANSPORTATION  
BUREAU OF INFORMATION SYSTEMS

WARNING: PENNDOT COMPUTER SYSTEMS SHALL BE USED  
FOR DEPARTMENT AUTHORIZED PURPOSES ONLY.  
PERSONAL OR UNAUTHORIZED USE MAY SUBJECT  
USER TO DISCIPLINARY ACTION.

**IMS**

PENNDOT HELPDESK: (717) 783-8330  
KEY PA1 TO RETURN TO TELNET CONTROL

In the next screen, type in your User-id and Password and press enter.

Pennsylvania Department of Transportation  
Information Management System

Please Sign-on To PAIMS  
Dynamic Node PDT05805

**Enter User-ID->** \_\_\_\_\_  
**Enter Password-->** \_\_\_\_\_

Enter New Password-->

SIGNON: Please enter your USERID and PASSWORD

Press Enter.

The next screen will display the following message. Type in the word "topics", space twice and press enter.

**topics sp sp**

Press Enter.

The next screen will display the “**TOPICS**” **MAIN MENU**.

There are two types of Pick and Pack orders. One is an Assignment Order (**AO**) and the other is a Request Order (**RO**). These orders are printed from two different printers because the order sheets are different. **AO** orders print out on an MV-931 and **RO** orders print out on an MV930. (See example of Blank Order Sheets)

### Assignment Orders (Internal and External)

Assignment orders (AO) are placed by our Online Messenger and internal BMV locations throughout PENNDOT.

Several locations are set up on what is called Auto-Replenish. As a location’s inventory is used, it reaches a low inventory quantity, auto-replenish activates and produces an order.

License plates are the main product that is auto-replenished. An “**Auto Replenish Product Summary Report**” will print off the laser printed and produce AO orders that will automatically print on the AO printer. (See example of report)

These orders are separated into internal and external groups. Internal assignment orders received prior to 9:00 AM will be processed (picked and packed), and delivered to the ROC building by 10:00 am daily. External assignment orders received up to one hour prior to scheduled UPS pickup time will be processed (picked and packed) and shipped daily.

Any assignment order placed on TOPICS by a customer requesting stickers, placards, weight class decals, or any product that is not auto-replenished will appear on the “Assignment Order Pending Distribution” screen on the TOPICS system.

Precede with the following instructions to Pick and Pack Assignment Orders.

On the MAIN MENU screen, type IN (Internal Menu) in the Code field.

\*\*\*\*\* TOPICS \*\*\*\*\*

Main Menu

Code Functions

-----

RC Receiving Menu  
RT Retail Menu  
IN Internal Menu  
SM System Maintenance Menu  
QR Inquiry Menu  
AC Accounting Menu  
SC Security Menu  
CV Conversion  
? Help  
. Terminate

-----

Code: **IN**

Press Enter.

The INTERNAL MENU screen will display.

Type AP (Assignment Order Pending Distribution) in the Code Field.

\*\*\*\*\* TOPICS \*\*\*\*\*  
- Internal Menu

Code Functions

-----  
AL Browse Assignment Orders by Location  
AU Browse Assignment Orders by User-id  
AR Browse Assignment Orders awaiting Product  
AO Assignment Order Maintenance  
AP Pending Distribution Assignment Order  
RP Return Process  
? Help  
. Terminate  
-----

Code: **AP**

Press Enter.

The next step will be to print the orders that appear on this screen. This is done by typing a P in the space provided under the Act (Action) column shown below. Once the P has been typed in, press Enter two times and an order sheet (MV-931) will print. (See example of order sheet).

This step is repeated for each order line shown on this screen.

The **ASSIGNMENT ORDER PENDING DISTRIBUTION** screen will display.

\*\*\*\*\* TOPIC \*\*\*\*\*

- Assignment Order Pending Distribution -

Order Act St	Order Date	Order Id	Rqst Loc Id	Rqst Loc Typ	Cmnts	Shipping Comments
<b>P</b>	ORD	041013	0000059040	340 20	N	
_	ORD	041013	0000059041	244 20	N	MAIL DIRECT
_	ORD	041013	0000059042	094 20	N	
_	ORD	041013	0000059043	226 20	N	
_	ORD	041013	0000059044	367 20	N	
_	ORD	041013	0000059045	600 10	N	
_	ORD	041013	0000059046	397 20	N	PLEASE MAIL

Begin to pull products from the warehouse inventory to complete each order, initialing all orders that are completed in full.

All orders to be delivered to the ROC are placed on a skid.

All orders to be shipped UPS are placed on the UPS processing table.

## Request Orders

Request Orders are processed on the TOPICS system by the Temp Tag Mail Unit, located at the ROC. These orders are for dealers that receive plates to be issued to the public. This location is known on TOPICS as location **072**.

### **Precede with the following instructions to Pick and Pack Request Orders.**

On the Main Menu screen, type RT (Retail Menu) in the Code Field.

\*\*\*\*\* TOPICS \*\*\*\*\*  
- Main Menu -

#### Code Functions

-----  
RC Receiving Menu  
RT Retail Menu  
IN Internal Menu  
SM System Maintenance Menu  
QR Inquiry Menu  
AC Accounting Menu  
SC Security Menu  
CV Conversion  
? Help  
. Terminate  
-----

Code: **RT**

Press Enter.  
The Retail Menu screen will display.

The next step will be to print the orders that appear on this screen. This is done by typing a P in the space provided under the Act (Action) column shown above. Once the P has been typed in, press Enter two times and an order sheet (MV-930) will print. (See example of order sheet). This step is repeated for each order line shown on this screen.

Type **RP** (Pending Distribution Request Order) in the Code Field.

\*\*\*\*\* TOPIC \*\*\*\*\*  
- Request Order Pending Distribution -

Order Act	Order St	Order Date	Order Id	Rqst Loc Id	Rqst Loc Typ	Cmnts	Shipping Comments
<b>P</b>	ORD	041009	0000372037	831300	83	N	
_	ORD	041009	0000372038	8612580	86	N	
_	ORD	041009	0000372039	859131	85	N	
_	ORD	041009	0000372040	834677	83	N	

Make a copy of the first page of each order. This copy is used later on for the UPS tracking label.

Count each order and write down the amount on the daily production sheet to be logged into the Pick and Pack Production report at the end of the day. ( See example of sheet)

**Keeping track of Daily Orders Processed**

First thing in the morning, the orders that are print off on the overnight batch are counted and separated into two types of orders AO Mail Orders and AO ROC Orders. The count is written down on a Daily Warehouse Production Log in the appropriated column. Any orders that are printed throughout the day are also counted and written on this log.

All RO orders are also counted and written down on the log. At the end of the day totals are calculated and inputted on the Pick and Pack Report located on the P drive.

<b>Daily Warehouse Production Log</b>		
Carry Over from previous day _____		Oldest Date _____
AO Mail Orders	AO ROC Orders	RO Orders
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
Total _____	Total _____	Total _____

**To find the Pick and Pack Report**

- Go to your desk top and click onto "My Computer".
- Click on the "P" drive.
- Click on the "PENNDOT Shared" folder.
- Click on the "Output Control Miscellaneous Processing" folder.
- Click on the "Pick and Pack Report" for the appropriated month/year.
- Type in the requested information and dates.

## Procedures for Ordering Product for the Temp Tag Unit (Mail) Location 072

Within the warehouse is a mini warehouse that request orders products are pulled from. This mini warehouse is called the Temp Tag Unit (Mail) location 072. To replenish location 072 with products, an assignment order is done and products are moved to this location. Begin to pull products from location 072's (TEMP TAG UNIT-MAIL) inventory to complete each order, initialing each order that is completed in full and process thru the UPS system for shipping.

Location 072 receives its inventory from location 001's inventory. This inventory is monitored daily due to large volume of orders that are processed. As request orders are processed on the TOPICS system, it pulls and reserves products from the inventory, decreasing the inventory of products available. Follow the procedures listed to move inventory into location 072.

On the Main Menu of the TOPICS system, type **SM** (System Maintenance Menu) in the Code Field.

\*\*\*\*\* TOPICS \*\*\*\*\*  
Main Menu

Code Functions

-----  
RC Receiving Menu  
RT Retail Menu  
IN Internal Menu  
SM System Maintenance Menu  
QR Inquiry Menu  
AC Accounting Menu  
SC Security Menu  
CV Conversion  
? Help  
. Terminate  
-----

Code: **SM**

Press Enter.

The System Maintenance Menu screen will display.

Type **PL** (Browse Product/Location by Location) in the Code Field.

\*\*\*\*\* TOPICS \*\*\*\*\*  
-- System Maintenance Menu --

Code Functions

-----  
BP Browse Products by Product Class  
BR Browse Product Valid Product Ranges  
LN Browse Location file by Name  
LZ Browse Location file by Zipcode  
LA Browse Location file by Address  
LM Location Maintenance  
PP Browse Product/Location by Product  
PL Browse Product/Location by Location  
TM Table Maintenance  
? Help  
. Terminate  
-----

Code: **PL**

Press Enter.

The Browse Product/Location by Location screen will display.

At the bottom of the page type in 072 for the Loc ID, 10 for the Loc Type.

\*\*\*\*\* TOPICS \*\*\*\*\*  
- Browse Product/Location file by Location

-  
Act      Loc    Loc      Prd Prd Prd      Item  
      Loc Id  Typ    Name    Cls Typ Issue    Cnt    Description  
-----

\*Loc ID **072** Loc Typ **10** Prd Cls\_\_ Prd Typ\_\_ Prd Issue \_\_\_\_\_

Press Enter.

The Browse Product/Location by Location screen will display the inventory available for location 072.

\*\*\*\*\* TOPICS \*\*\*\*\*

- Browse Product/Location file by Location -

Act	Loc	Loc	Prd	Prd	Prd	Item		
Loc	Id	Typ	Name	Cls	Typ	Issue	Cnt	Description
_	072	10	TEMP TAG UNIT (	01	K8		222	PERMANENT TRAILER
D	072	10	TEMP TAG UNIT (	01	01		26169	PASSENGERS
_	072	10	TEMP TAG UNIT (	01	02		4046	TRUCK PLATE
_	072	10	TEMP TAG UNIT (	01	03		5361	TRAILERS
_	072	10	TEMP TAG UNIT (	01	04		1868	MOTORCYCLES
_	072	10	TEMP TAG UNIT (	01	05		701	MOTOR HOME
_	072	10	TEMP TAG UNIT (	01	06		371	SCHOOL BUS
_	072	10	TEMP TAG UNIT (	01	07		37	MOPED
_	072	10	TEMP TAG UNIT (	01	09		134	BUS
_	072	10	TEMP TAG UNIT (	01	19		78	IMPLEMENT OF HUSBAND
_	072	10	TEMP TAG UNIT (	01	20		1125	IN TRANSIT
_	072	10	TEMP TAG UNIT (	01	21		183	MUNICIPAL GOVT.
_	072	10	TEMP TAG UNIT (	01	22			MUNICIPAL MOTORCYCLE
_	072	10	TEMP TAG UNIT (	01	23		500	COMMONWEALTHCOMMERC
_	072	10	TEMP TAG UNIT (	01	26		122	SPECIAL MOBILE EQUIP
_	072	10	TEMP TAG UNIT (	01	33		200	COMMONWEALTH PASSENG
_	072	10	TEMP TAG UNIT (	01	35		82	OMNIBUS
_	072	10	TEMP TAG UNIT (	08	01		24850	REAR WINDOW PERMITS

\*\*\* End of Data \*\*\*

The screen will show an ITEM COUNT for each product, however, due to the large volume of orders that are processed; this is not the exact item count. Each time an order is processed, TOPICS reserves that amount from the inventory count.

To determine if product should be ordered for this location, follow the next step shown.

Type a D in the Action Field next to the product in question.

Press Enter.

The Product Location Maintenance screen will display.

\*\*\*\*\* TOPICS \*\*\*\*\*

- Product Location Maintenance -

\*Action (A,D,M,P,C)      \_

\*Loc.....: 072\_\_\_\_\_

\*Loc Type.....: 10

\*Prod Cls.....: 01

**Item Inven Cnt.: 26169**

\*Prod Type.....: 01

Prod Issue.....: \_\_\_\_\_

Order In.....:

Auto Replen.....: N

**Order Out.....: 5790**

Reorder Lvl.....: \_\_\_\_\_

Max Inven Qty...: 100000\_\_

Explode Range(Y/N): N

Low Order Qty...: \_\_\_\_\_

Mass Add(Y/N).....: N

The "**Order Out**" is the reserved amount for the orders that have been processed. Subtract the Order Out amount from the Item Inventory Count and this is the exact inventory for location 072 for that product.

26169 Item Inventory Count

-5790 Order Out Count

20,379 Total Inventory in Location 072 for this product.

This step should be done approximately twice a week for each product available for this location. If the Temp Tag Unit processes orders and the actual inventory can not be seen, the unit will not be able to process orders. They will receive an error message of "NO TAGS AVAILABLE".

## **Procedures to follow when “TOPICS FAILS”**

Log on to TOPICS.

Type “IN” press enter.

Type “AP” press enter.

Print off orders in sequence up to the bad order.

Purge bad order.

Re-Add order (change quality amount to equal total that customer wanted, 1 line to 2 lines of product for the range in question).

Print the replaced order next.

Then go back and continue to print orders in sequence.

### Details of Procedure

1. If yesterday's orders can still be viewed on the AP screen, an order failed.
2. Look at the orders that did print. (Next order is the bad order number).
3. Type a “D” in the action field (on the bad order number).
4. Print screen displaying the order including all pages (PF-8 scroll forward).
5. Press PF-12 to return to the main menu in TOPICS.
6. Type “QR” and press enter, type “IL” press enter, or use direct command “QR IL press enter.
7. Do an inquiry into location 001 (Warehouse) and enter the product class and type for the bad product that failed from above assignment order.
8. NOTE: Usually fails because of an order of 100, 200, 300 etc. (note double 00) for a range of products ordered over a range of four 0000's. Example number 1: 4000 passenger plates DXA8800-DXB2799 (over plate DXB0000). Example number 2: 100 truck plates YAC9995-YAD0094 (OVER PLATE YAD0000).
9. You will need to determine what range of products caused the bad order.
10. Press PF-12.
11. In the command line type “IN AO” and press enter.
12. Type “D” (display) in the action field and bad order number and press enter.
13. Type a “P” (purge) in the action field, press enter TWICE, and don't clear the screen.
14. Type an “A” (add) in the action field, change the quality of \*100 to \*25, press
15. PF-5 (select products screen), press PF-8 (scroll) until you see that product you are reordering. Put quality \*75 on the qty line, press enter, PF2 to return to the place an order, and press enter to get a new order number.
16. NOTE where you see the asterisk (\*) above you are changing the qualities of the customers order where one line item had a quality of double 00's to two line items not ending in double 00's. (100 now has changed to 25 and 75). You will need to know what the new order number is to print that order in the proper sequence to insure that the products listed on the blue packing slip match the products listed on the TOPICS order sheet.
17. Press PF-2 to return to the main menu. In the direct command line type in “IN AP” and press enter. Print off all orders up until where the bad order number was. (Do this by placing a “P” on the screen and pressing enter, remember to wait for the packing slip to print off on the printer before placing the next “P” on the screen for all additional orders, or this will cause the print to not line up on the packing slip and within the packing label correctly). Then print the order that you just placed to replace the bad order. Continue to print all orders in sequence number order after the bad order number.

Note: It is a very important step to print all of the orders in correct sequence. Also note that they are not always on the screen in sequence number order. If you don't do the correct order, the packing slip and the product range will not be the same as on the screen, where they (the customer) will be marking them received, this would cause MAJOR problems with license plates when the let the system assign these plates and the inventory in not the correct plate numbers.

Saturdays orders will not automatically print until Monday night, you can just pick (print) these manually.

## UPS Procedures

### UPS End of the Day Summary Report

At the end of each day a UPS Summary Report is printed. A copy of this report along with a pink card is sent in to the Supervisor of the Mail Room in Output Control.

<b>Warehouse</b>
Date ____ / ____ / ____
_____ Pieces
_____ Total Pieces

<b>Warehouse</b>
Date ____ / ____ / ____
_____ Dee
_____ Pieces
_____ DV
_____ Total Pieces

### Procedure to Issue a UPS Return Package Service (Call Tag)

When a package is shipped in error or needs to be returned to the warehouse a request for Return Package Service (Call Tag) is issued. The request is sent to UPS with the shipment date the next time an End of the Day report is completed.

Once UPS receives the request, the service center serving that area will be alerted to pick up the package and return it to the warehouse.

## **To Request a RETURN PACKAGE SERVICE: (Call Tag)**

Using the UPS Computer System click on the ship form tag, type the name and address of the person or company from who UPS should pick up package.

On the Service Tab, click on the UPS service box and select Ground.

On the Service Tab, type the weight of the package in the Package Weight box.

On the Options tab, select the Return Service box and select the appropriate return service, type in a description of the package (ex. 10 license plates) in the Merchandise Description of Package box.

Repeat steps 2 thru 4 if there is more than one package being recalled.

Click on the Process Shipment box. The return service information will be included with the other package information to be transmitted to UPS during the next End of the Day processing.

**Note:** When displaying the return services shipment in the Pickup Log, each shipment is marked with a OS icon to identify it and the option is detailed under Options.

**Remember:** The End of the Day process must be completed before the UPS driver arrives for the daily pickup.

## **Quality Check Procedure on License Plates and Registration Stickers**

Quality checks are done on products that are being picked and packed to complete orders on a daily basis. However, there are two days a month that a random check is completed and the errors found are used to complete a Quality Check report. (See copy of report)

The supervisor will complete a worksheet that will assign two days a month that a count will be taken on all license plates and stickers that are pulled that day to complete orders.

The count and all discrepancies found are recorded on this report, showing the percentage rate of a quality check. This report is completed and handed in to the Output Control manager.

All discrepancies are reported to the Administrative Assistant in Output Control at the time discrepancy is detected.

Dee Krehling  
Output Control Staff Office  
Riverfront Office Center  
1101 S Front Street  
Harrisburg PA 17133  
(717) 787-2680

### Monthly Quality Check on License Plates

Month	Number of Tags Checked	Number of Errors Found	Type of Error	Quality Rate
January 21, 2004	21,000	0	N/A	100.00%
January 28, 2004	16,000	0	N/A	100.00%
February 11, 2004	4,300	0	N/A	100.00%
February 25, 2004	40,000	0	N/A	100.00%
March 10, 2004	21,000	0	N/A	100.00%
March 24, 2004	28,000	0	N/A	100.00%
April 14, 2004	14,000	0	N/A	100.00%
April 28, 2004	3,500	0	N/A	100.00%
May 12, 2004	5,500	0	N/A	100.00%
May 26, 2004	15,000	0	N/A	100.00%
June 09, 2004	12,500	0	N/A	100.00%
June 23, 2004	17,000	0	N/A	100.00%
July 14, 2004	13,500	0	N/A	100.00%
July 28, 2004	16,500	0	N/A	100.00%
August 11, 2004	6,300	0	N/A	100.00%
August 25, 2004	9,500	0	N/A	100.00%
September 08, 2004	9,400	0	N/A	100.00%
September 22, 2004	7,200	0	N/A	100.00%
October 06, 2004	2,100	0	N/A	100.00%
October 20, 2004	1,200	0	N/A	100.00%
November 03, 2004				
November 17, 2004				
December 08, 2004				
December 22, 2004				

### Monthly Quality Check on Stickers

Month	Number of Stickers Checked	Number of Errors Found	Type of Error	Quality Rate
January 21, 2004	35,000	0	N/A	100.00%
January 28, 2004	48,000	0	N/A	100.00%
February 11, 2004	5,000	0	N/A	100.00%
February 25, 2004	40,000	0	N/A	100.00%
March 10, 2004	25,000	0	N/A	100.00%
March 24, 2004	10,000	0	N/A	100.00%
April 14, 2004	26,000	0	N/A	100.00%
April 28, 2004	27,000	0	N/A	100.00%
May 12, 2004	8,000	0	N/A	100.00%
May 26, 2004	40,000	0	N/A	100.00%
June 09, 2004	47,00	0	N/A	100.00%
June 23, 2004	73,375	0	N/A	100.00%
July 14, 2004	37,000	0	N/A	100.00%
July 28, 2004	39,000	0	N/A	100.00%
August 11, 2004	6	0	N/A	100.00%
August 25, 2004	35,000	0	N/A	100.00%
September 08, 2004	10,000	0	N/A	100.00%
September 22, 2004	27,000	0	N/A	100.00%
October 06, 2004	26,000	0	N/A	100.00%
October 20, 2004	60,000	0	N/A	100.00%
November 03, 2004				
November 17, 2004				
December 08, 2004				
December 22, 2004				

## **Title Inventory Report**

The title inventory report is due the first business day of each month for the previous month. The report indicates the Beginning Inventory for each month. The amount supplied to Output Control and the amount received from the vendor and any that may be returned to the warehouse for whatever the case may be. A report is done for each type of title kept in the warehouse inventory.

1. Titles 2000 to a box 2. Title 1000 to a box, and 3. Salvage Certificated 2000 to a box.
4. A partial skid of American Bank Note titles are report as well. This skid will be reported and kept in the warehouse until given the word to destroy or release.

This report is completed and sent to:

BMV Business Manager  
River Front Office Center  
1101 South Front St.  
4<sup>th</sup> Floor  
Harrisburg PA 17033

See the example of one of the four types of title inventories reported for the BMV Warehouse each month.

**TYPE 1**

**Location: BMV WAREHOUSE**

**Vendor: MOORE TITLE 2,000 TO A BOX**

**Perpetual, Daily, Actual Count of Titles (o.c. & warehouse)**

<b>October 04</b>		<b>Beginning Inventory</b>	<b>Received From Supplier</b>	<b>Shipped to Output Control</b>	<b>Returned to Warehouse</b>	<b>Ending Inventory at Warehouse</b>	<b>Initial</b>
Friday	1	400,000		160,000		240,000	AKR
Saturday	2	240,000				240,000	AKR
Sunday	3	240,000				240,000	AKR
Monday	4	240,000				240,000	AKR
Tuesday	5	240,000				240,000	AKR
Wednesday	6	240,000				240,000	AKR
Thursday	7	240,000				240,000	AKR
Friday	8	240,000				240,000	AKR
Saturday	9	240,000				240,000	AKR
Sunday	10	240,000				240,000	AKR
Monday	11	240,000				240,000	AKR
Tuesday	12	240,000				240,000	AKR
Wednesday	13	240,000				240,000	AKR
Thursday	14	240,000				240,000	AKR
Friday	15	240,000				240,000	AKR
Saturday	16	240,000				240,000	AKR
Sunday	17	240,000				240,000	AKR
Monday	18	240,000				240,000	AKR
Tuesday	19	240,000		160,000		80,000	AKR
Wednesday	20	80,000				80,000	AKR
Thursday	21	80,000				80,000	AKR
Friday	22	80,000				80,000	AKR
Saturday	23	80,000				80,000	AKR
Sunday	24	80,000				80,000	AKR
Monday	25	80,000				80,000	AKR
Tuesday	26	80,000				80,000	AKR
Wednesday	27	80,000				80,000	AKR
Thursday	28	80,000				80,000	AKR
Friday	29	80,000				80,000	AKR

Title Inventory will be completed on October 30, 2004 c.o.b. Please send this form to Susan Aldrete on the 4th floor of the ROC, or via fax @ (717) 705-2400 by Monday November 1, 2004. Thank you.

## **Chopped Plates Procedure**

Two empty Gaylord boxes (Very large boxes) are placed in the Mailing Process Unit of Output Control. These boxes are filled with license plates that have been chopped for scrap material. When these boxes become full, the BMV warehouse truck driver is notified and he/she will bring two more empty boxes to the Mailing Unit and pick up the full boxes and take them to the warehouse for storing until the boxes can be placed inside the secured trailer used to dispose of the destroyed license plates located at the rear of the warehouse. The supervisor of the warehouse contacts Commercial Alloys, Brian Silver, once the trailer becomes full and is ready for pickup. At that time arrangements are made between Commercial Alloys and the supervisor for a drop off of an empty trailer and the pickup of the full one.

When the empty trailer arrives, one of the BMV warehouse employees will go along with the truck driver to Pennsy Supply to verify the weight of the full trailer that is being removed.

The completed paper work is hand carried to the supervisor over the warehouse and then forwarded to DGS, Bonnie O'Leary.

**Note:** Commercial Alloys replenishes the empty Gaylord boxes that are used for the chopped plates.