

## PICKING AND DISPATCHING GOODS

### Questions and Answers

#### Shipment and dispatching 1

How are freight costs determined?

Freight costs can be based on actual weight, cubic weight, or pallet weight.

List the different modes of transport.

Land, sea, and air transport.

What factors affect the choice of mode of transport?

Primarily, the choice of mode of transport depends on the technical properties of the consignment, such as volume and dimensions (length, width, height), as well as the length of the delivery period. In addition, the transport distance and the value of the goods must also be considered. Shipping costs may be a determining factor in some cases, e.g. if there is no rush, we may choose a slower mode of transport, while in urgent deliveries, quick delivery and security of supply are more important than shipping costs.

What does a delivery clause specify?

A delivery clause specifies the seller's and buyer's obligations, costs and risks in the delivery, and receipt of goods.

List different transport units.

EUR-pallets, display pallets, IBC containers, 200-litre drums, disposable pallets (wooden pallets)

What do incoterms specify?

Incoterms specify the obligations between trading partners during the shipment of goods.

#### Shipment and dispatching 2

How can a load be secured in a cargo compartment?

A load can be secured using lashing straps, a safety net, and various fillers or pallets.

During transport, cargo is subjected to various forces in which directions?

Cargo is exposed to sliding forces in the forward, backward, sideways, and vertical directions.

If the load moves during transport, what are the possible consequences?

The movement of the load may cause the goods to break and fall off.

How can you secure a load that consists of six EUR-pallets (pallet dimensions 1.2 x 0.8 x 1.8 m)?

Three pallets are loaded side by side in the longitudinal direction and two are loaded side by side in parallel so that they are supported by the front wall, and they are fastened e.g. with straps to the carrier structures (e.g. on floor hooks/rails).

How can you secure long items in the cargo compartment?

By placing the items longitudinally against the front wall and securing the load with a Multi Fix lashing bag and lashing straps that prevent the load from moving backwards.

What does Vario Lock securing mean?

Vario Lock securing is based on vertical support, where e.g. vertical bars are placed on the side of the load. The bars are secured in the holes in the cargo compartment floor and in the screen plates in the roof.

If there is a knot in a ratchet strap, how could this affect the strap's durability?

Making a knot in a ratchet strap significantly decreases its load capacity.

How can you protect the ratchet straps when loading products with sharp edges?

Cargo edge protectors can be placed between the cargo and the ratchet straps. This allows the ratchet straps to move and prevents them from rubbing against the edges of the products when tightening the straps. This also increases the service life of the straps.

How can you increase friction between vehicle and cargo surfaces?

Rubber mats can be placed between the cargo compartment floor and the articles to increase friction between vehicle and cargo surfaces and to ensure safe load restraint.

How can you increase stability when palletising mixed cargo?

When palletising different types of packages, for example using standard cardboard boxes, the centre of gravity should be at the centre and the boxes' own mass should support the stability of the load. Different stacking patterns can be used to make the load more stable and self-supporting. Finally, the stability is increased by wrapping plastic film around the pallet.

What solution can be used to quickly load a trailer and secure the load?

If cargo must be loaded quickly, a conveyor device, such as a roller conveyor, can be used to move the goods into the cargo compartment. The load can be secured with a cargo-securing cover and ratchet straps.

What kind of a cargo securing solution is FIX Mini?

The biggest advantage of the FIX Mini cargo securing solution over traditional cargo securing methods is its efficiency. The solution allows you to quickly and easily strap down a variety of loads, which saves the driver's time and makes the work more ergonomic.

What is the biggest advantage of FIX Cargo over traditional cargo securing methods?

FIX Mini is a wide cargo securing strap that can be used to strap, for example, EUR pallets.

## Dispatching

What is the purpose of packaging?

The purpose of packaging is to protect the product and its surroundings, provide information about the product and its use, promote the product, ensure safety, and facilitate the handling of the product. In some cases, the packaging can also be reused.

What kind of equipment is used in a dispatch department?

Equipment used in a dispatch department includes stretch film, shrink film, heat sealing equipment, adhesive tape, strapping and binding equipment, scales, loading ramps, measuring devices and readers, and automated pallet trucks.

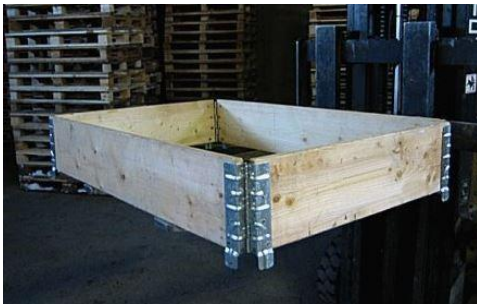
What kind of packaging materials can be used for packing small goods?

E.g. cardboard, hardboard, plastic, wood, plywood, and styrofoam.

What is the purpose of packaging?

The purpose of packaging is to protect the product and its surroundings, provide information about the product and its use, promote the product, ensure safety, and facilitate the handling of the product. In some cases, the packaging can also be reused.

Name the item in the picture.



Pallet collar

Name the item in the picture.



Packaging film

## Picking\_1

How can orders be picked in a manual warehouse?

Picking can be done using a paper pick list, a mobile terminal device, a PDA, or a voice picking system.

## Picking\_2

You work as an order picker for a window cleaning company and you need to collect 3,000 litres of windscreen washing fluid. You have a 20,000-litre tank from which you “pump” the amount of windscreen washing fluid needed by the customer. The liquid will be delivered by truck. What kind and how many transport units should be used?

The liquid should be collected in three intermediate bulk containers (IBC).

What does two-stage picking mean?

In two-stage picking, all products of an order are picked up at the same time or a specific product is picked at the same time for multiple orders.

What are the benefits of two-stage picking?

Two-stage picking reduces unnecessary movement within the warehouse as the products are picked at once from each storage location.

What is the main idea of two-stage picking?

In two-stage picking, several orders are bundled into one overall order. In the first stage, the overall order determines which products are picked. In the second stage, the products are distributed and packed into individual customer orders.

What does vision picking mean?

Vision picking is based on smart glasses, which provide the picker with information about the order, e.g. customer information, the number of items to be picked, the warehouse location of the items, and the optimal picking route.

What does voice picking mean?

Voice picking is a voice-directed picking method in which the picker is equipped with a headset and a voice-picking device. Voice commands and the voice-picking device provide the picker with information about the order, e.g. customer information, the number of items to be picked, the warehouse location of the items, and the optimal picking route.

What are the advantages of voice picking?

The advantages of voice picking include efficiency and picking accuracy, and the fact that the system is easy to learn.

How does the VersaPick warehousing and picking system work?

The VersaPick warehousing and picking system is based on barcode scanning and light-directed technology, and it can be used either for the picking or shelving of goods.

What does light-directed picking mean? How does it work?

Light-directed picking is based on visual picking. The picker first scans the order barcode with a barcode scanner, then places it in the picking unit. A button will light up at the warehouse location of the items to be picked, which will tell the picker where to pick the items and how many items need to be picked. Once an item has been picked, the picker will press the button to confirm that the item has been picked. After that, the picker moves to the next warehouse location to pick the next items.

What does pick-by-point mean?

Pick-by-point is a light-directed picking method, where a moving light spot indicates which items should be picked and where they should be placed in the picking unit, while an instruction board indicates the name and number of items to be picked.

What does pick-by-frame mean?

Before picking begins, a frame is placed in the picking unit, and items are picked using light direction. The frame is removed after completing the picking task.

What is a Pick Radar and what is its purpose?

Pick Radar is a picking error detection system that informs the picker of possible picking errors and instructs them to place the items in the correct picking location.

What types of forklift trucks can you use for picking (low-level and high-level picking)?

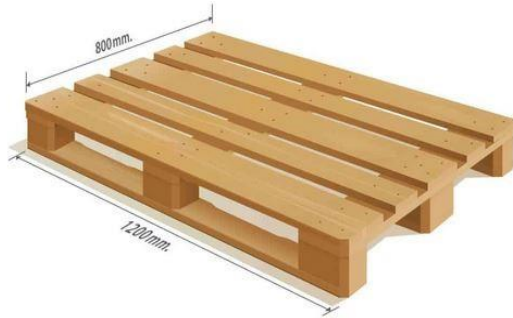
I can use a low-level order picker or a tow tractor for low-level picking, and a high-level order picker for high-level picking.

Name the picking unit.



Trolley

Name the picking unit.



EUR-pallet

Name the picking unit.



Wire container

## Dispatching\_2

What does the abbreviation FIFO mean in warehouse picking?

FIFO refers to the 'first in, first out' method, which means that the first item that enters the warehouse is the first item to be picked.

What are the benefits of the FIFO method in warehousing?

The FIFO method enables the warehouse to minimise waste, as with this method, the oldest products are always picked first and the newer ones are left in stock.

How do I know what should be recycled in my workplace?

I need to find out what are the recycling principles in my workplace and follow them. It is also good to know general principles of recycling in Finland.

### Order picking

What kind of protective equipment you need when working at a warehouse.

I need personal protective equipment and working clothes provided by the employer for a particular job, e.g. safety shoes, reflective and high-visibility clothing, and safety gloves. Depending on the environment also following can be necessary: hearing protection, goggles, respiratory protection, hard hat and clothes appropriate for the season or different temperatures.

What is a proper way to lift a package if you are able to carry it by hands?

1. Stand close to the load, with your feet shoulder-width apart.
2. Keep your back straight and hold the load close to your body.
3. Lift with your legs.
- 4.-5. Always turn with your feet, do not twist your body.



Why is teamwork important?

Teamwork is important because it enables the team to share ideas and responsibilities. Working well with clients, colleagues, managers and other



people in your workplace can help you complete tasks efficiently while creating an enjoyable environment both for yourself and others.

How can you improve your teamwork skills (name 4):

I can communicate clearly, listen to others, help others, be honest, ask for help, share my ideas, do my share of the work etc.