

SOCIAL DISTANCING BEST PRACTICES FOR SUPPLY CHAINS



Social distancing can be tough when your job requires face-to-face interaction with multiple people. Yet, that's what the supply chain management industry is being forced to consider as it struggles with balancing the need for goods to keep moving with the health and safety needs of its workforce during the COVID-19 pandemic. Here are some recommended best practices that can help minimize service disruptions while also being mindful of social distancing measures inside your facilities.

1. Eliminate the need for signatures

Discourage or eliminate signatures altogether upon check-in and departure from facilities. Instead, verbally communicate needed information (such as shipment numbers, driver information, trailer information, seal numbers, and detention times) from at least a 6-foot distance or via posted phone number.

2. Use electronic documents

Utilize electronic document transfer when possible. Tools such as J.B. Hunt 360 allow for electronic image capture and upload of bills of lading and other shipment documentation for all J.B. Hunt shipments, making them available for drivers to email upon arrival at a shipper. (Contact your Customer Experience representative for instructions on this process). Subsequent to pick up, shipping paperwork is scanned and indexed, making it available for drivers to email upon arrival at a receiver. These available capabilities can facilitate a "touchless" exchange of paperwork for load verification.

3. Open doors

Leave doors to shipping, receiving, and break areas open to avoid creating community touch points.

4. Don't congregate

Discourage personnel from gathering in shipping and receiving offices, break rooms, etc. to wait for communication. Our drivers have been instructed to wait in their tractors wherever possible. Post phone numbers that can be utilized for status updates in lieu of face-to-face communication.

5. Organize contactless paperwork pick-up

Leave shipment information (such as paperwork and seals) in a location that is readily accessible to drivers following check-in. This could take the form of packets placed in shipping envelopes organized by shipment ID, in specified mailboxes, or on posted clipboards, if available. These packets should be arranged in a way to allow for proper spacing between individuals as they come and go.

6. Create a "signing station"

If signatures on paperwork cannot be avoided, create a "signing station" located six feet away from other individuals to allow for appropriately distanced placement of paperwork, signature, sorting, etc. Cleaning supplies, hand sanitizer, and gloves should also be available at the signing station, if possible. Avoid sharing any tangible items such as writing utensils.

