

Definitions Related to Inbound Stats

Term	Definition
Inbound Case	The unit of measure for product received and put away during the receiving function. Does not include returned product cases from delivery. Does not add splits that are made up in the warehouse to the inbound cases. Drop shipments, inter-company transfers, or product received for cross-docking purposes are not included in inbound cases.
Inbound Pallet	Unit of measure for each pallet upon which product is restacked and on the receiving dock and put away into reserve slots. EXAMPLE: If 1000 cases on 20 pallets were run directly from the trailer to the slot, then report 20 pallets; however, if that product was pulled off and broken down onto 40 pallets, then 40 would be the amount reported.
Inbound Headcount	Number of full-time employees assigned to inbound.
Inbound Direct Hours	Those hours used to physically receive and place merchandise in the warehouse so it is available for order selection and shipment to the customer. This should include Straight Time Hours and Overtime Hours.
Inbound Indirect Hours	Total regular, overtime, and salary hours associated with clerical, supervision, and non-productive employees.

Definitions Related to Outbound Stats

Term	Definition
Outbound Piece	Unit of outbound product shipped (delivered).
Outbound Headcount	Number of full-time employees assigned to outbound.
Outbound Direct Hours	All hours spent on replenishment, selection, and loading during the night (or shipping) shift.
Outbound Indirect Hours	First level on duty hours for supervision and clerical support, NOT including upper-level management (Director, VP of Operations, Director, VP of Warehousing, Director, VP of Transportation).
Markouts	If the product shows in inventory, but for some reason it did not ship, report it in this category. This covers lost product in the warehouse, or some other warehouse error preventing the product from being shipped to the customer. A markout for ten cases of one item is recorded as ten, not one.
Mispicks	Selection errors (incorrect items picked) that are shipped to customers.
Shorts	Product identified on customer's invoice, but not on the truck.

Definitions Related to Delivery Stats

Term	Definition
Trip	Each outbound truckload of product for deliveries to customers.
Stop	Unit of delivery; equals the number of customers; example: 1 hospital with multiple departments = 1 Stop; 1 mall with 3 customers = 3 Stops.
Piece	Unit of outbound product shipped (delivered).
Preventable Accident	Include only an accident as defined by the Department of Transportation Federal Motor Carrier Safety Administration (FMCSA) as reportable: that which results in a fatality, injury or a vehicle was towed from the scene.
Delivery Hours	On duty hours for trip; excludes shuttle hours, backhaul hours, and hours driven by those who are picking up product and bringing it to the warehouse.
Trip Miles	All miles associated with a trip; includes shuttle and backhaul miles.
Power Unit Fuel Gallons Used	Number of gallons of fuel consumed by the engine of a power unit.