An Analysis of the Terminal Materials Handling Occupation.

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the terminal materials handling occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Five duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues, and errors); safety—hazard; and on the second page: science; math—number systems; and communications (performance modes, examples, and skills and concepts). The duties are: supervising movement of materials; supervising dock work force; unloading inbound material; storing material; and loading material for reshipment and/or delivery. A glossary of freight terminal terms is appended. (BP)
TERMINAL
MATERIALS HANDLER

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University
AN ANALYSIS OF THE TERMINAL MATERIALS HANDLING OCCUPATION

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Occupational Analysis
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Director: Tom L. Hindes
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The Instructional Materials Laboratory
Trade and Industrial Education
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# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>v</td>
</tr>
<tr>
<td>Preface</td>
<td>vi</td>
</tr>
<tr>
<td>Acknowledgement</td>
<td>ix</td>
</tr>
<tr>
<td>Job Description</td>
<td>xi</td>
</tr>
<tr>
<td>Duties</td>
<td></td>
</tr>
<tr>
<td>I Supervising movement of all materials to and from the dock area</td>
<td>1</td>
</tr>
<tr>
<td>II Supervising dock work force in performing functions</td>
<td>31</td>
</tr>
<tr>
<td>III Unloading inbound material</td>
<td>39</td>
</tr>
<tr>
<td>IV Storing material</td>
<td>49</td>
</tr>
<tr>
<td>V Loading material for reshipment and/or delivery</td>
<td>55</td>
</tr>
<tr>
<td>Glossary</td>
<td>63</td>
</tr>
</tbody>
</table>
The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and work-shop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.
PREFACE

The goal of this document was to describe the tasks required of a trained, educated materials handler within the larger scope of motor transportation. The participants attempted to explore the many behavioral and communications skills required for workers to effectively perform in this occupation. The job duties and tasks analyzed, range from the supervising functions to the actual physical loading and unloading of materials.
ACKNOWLEDGMENT

We wish to acknowledge the valuable assistance rendered by the following subject matter specialists. They provided input to the vocational instructors in identifying related skills and concepts of each respective subject matter area and served as training assistants in the analysis process during the two-week workshops.

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Carol Marvin
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JOB DESCRIPTION

A freight terminal material handler on a dock operation handles movement of materials and supervises all performing functions to and from the dock area, including unloading and loading materials for reshipment and/or delivery.
DUTY I. SUPERVISING MOVEMENT OF ALL MATERIALS TO AND FROM THE DOCK AREA

A. Assign supervisory work force
B. Assign labor force
C. Route bills
D. Prepare loading manifest
E. Coordinate movement of trailers
F. Trace lost shipments
G. Handle grievances
H. Insure security measures
I. Enforce safety procedures
J. Insure proper use of equipment
K. Support management policy
L. Approve loading of trailers
M. Support governing body regulations
N. Prepare daily reports
## Task Statement: I-A Assign Supervisory Work Force

### Tools, Equipment, Materials, Objects Acted Upon
- Roster sheet
- Dock area
- Shift report

### Performance Knowledge
- Assigns supervisor to work area
- Provide area supervisor with daily duties

### Safety - Hazard
- Safety
  - Walk only in designated areas
  - Watch for passing forklift trucks
- Hazards
  - Collisions with towmotors or dockmen
  - Falling freight

### Decisions
- Determine number of people needed to perform workload
- Decide if any special equipment is required

### Cues
- Trailers to be loaded and unloaded
- Amount of material in storage area

### Errors
- Damaged material
- Lack of production
- Idle time
### Task Statement
I-A Assign Supervisory Work Force

**Science**
- Behavioral
  - Human Relations — being able to get along with people
  - Motivation — getting most out of work force
  - Tact — saying the proper thing in the proper way at the proper time
  - Distributes personnel with regard to experience and optimum work performance

**Math — Number Systems**
- Uses of Whole Numbers: (without calculation)
  - Counting
  - Coordinate system
  - Coding

**Communications**

#### Performance Modes
- Speaking
- Writing

#### Examples
- Oral instruction
- Written instruction

#### Skills/Concepts
- Terminology
- Memo
- Terminology
<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roster sheet</td>
<td>Assign work force to areas (zones) Fill out preliminary shift report</td>
<td>Safety</td>
</tr>
<tr>
<td>Dock area</td>
<td></td>
<td>Walk only in designated area Watch for passing towmotors</td>
</tr>
<tr>
<td>Tonnage report</td>
<td></td>
<td>Hazards</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Collisions with towmotor. Falling freight</td>
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</tbody>
</table>

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<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decide where to place labor force</td>
<td>Trailers to be loaded and unloaded Amount of material in storage Total number of men present</td>
<td>Damaged material Lack of production Idle time</td>
</tr>
</tbody>
</table>
**SCIENCE**

- Behavioral
- Human relations
- Motivation
- Aptitude—assign best personnel to each job
- Tact
- Distribute personnel for best work performance

**MATH – NUMBER SYSTEMS**

- Uses of Whole Numbers: (without calculation)
- Coding
- [company]

**COMMUNICATIONS**

**PERFORMANCE MODES**

- Writing

**EXAMPLES**

- Written instructions

**SKILLS/CONCEPTS**

- Terminology
- Description
## TASK STATEMENT: I-C ROUTE BILLS

### TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON
- Route book
- Freight bills
- Marking pens or pencils
- Stamper with terminal identification
- Dock telephone

### PERFORMANCE KNOWLEDGE
- Identify destination
- Mark destination code on bill
- Stamp back of bill with terminal identification
- Alphabetize bill in folder
- Give folders to area supervisor
- Check route for dockman when there is no freight bill

### SAFETY – HAZARD
- Safety
- Proper ventilation
- Standard office precautions
- Hazards
- Drowsiness, nausea
- General injury

### DECISIONS
- Identify proper destination
- Selection of most direct route

### CUES
- Ultimate destination

### ERRORS
- Wrong destination
- Misplaced freight bill
- Lost freight bill
- Misfiling
- Lost folder
- Illegibility
<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Aptitude</td>
<td>Counting</td>
</tr>
<tr>
<td></td>
<td>Coordinate system</td>
</tr>
<tr>
<td></td>
<td>Indexing</td>
</tr>
<tr>
<td></td>
<td>Coding</td>
</tr>
<tr>
<td></td>
<td>[Company]</td>
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</tbody>
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<thead>
<tr>
<th>PERFORMANCE MODES</th>
<th>EXAMPLES</th>
<th>SKILLS/CONCEPTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Coding freight bills</td>
<td>Terminology</td>
</tr>
<tr>
<td>Speaking</td>
<td>Checking routing</td>
<td>Description</td>
</tr>
</tbody>
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</table>
**TASK STATEMENT: I-D PREPARE LOADING MANIFEST**

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY – HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manifest</td>
<td>Complete manifest information</td>
<td>Safety</td>
</tr>
<tr>
<td>Clipboard</td>
<td>Place on clipboard</td>
<td>Visual observation of surroundings</td>
</tr>
<tr>
<td>Container for loaded bills</td>
<td>Place in proper dock area</td>
<td>Hazards</td>
</tr>
<tr>
<td>Writing utensils</td>
<td></td>
<td>Falling freight</td>
</tr>
</tbody>
</table>

**DECISIONS**
- Where to place manifest
- What information should be included

**CUES**
- Trailer waiting to be loaded
- Loader ready to work

**ERRORS**
- Misinformation
- Legibility
- Misplacement of manifest
<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Uses of Whole Numbers: (without calculation)</td>
</tr>
<tr>
<td></td>
<td>Coding</td>
</tr>
<tr>
<td></td>
<td>[Company]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PERFORMANCE MODES</th>
<th>EXAMPLES</th>
<th>SKILLS/CONCEPTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Record manifest Information</td>
<td>Classification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Description</td>
</tr>
<tr>
<td></td>
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<td>Terminology</td>
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<td>Legibility</td>
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</table>
## Task Statement: Coordinate Movement of Trailers

### Tools, Equipment, Materials, Objects Acted Upon
- Dispatcher board
- Dock sheet
- Telephone
- P.A. system

### Performance Knowledge
- Determine empty dock space
- Request empty trailer
- Enter trailer moves
- Communicate with dispatcher regarding needs

### Safety – Hazard
- Safety
- Proper use of communication devices
- Hazards
- Electrical shock

### Decisions
- When is trailer needed
- Type of trailer needed
- Where to put trailers

### Cues
- Type of material to be loaded
- Daily work load
- Deadlines to be met

### Errors
- Wrong trailer for material
- Wrong trailer for destination
- Trailer sent to wrong dock area
- Misrecording information
- Company deadlines not met
<table>
<thead>
<tr>
<th><strong>Science</strong></th>
<th><strong>Math - Number Systems</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral</td>
<td>Uses of Whole Numbers: (without calculation)</td>
</tr>
<tr>
<td>Human relations</td>
<td>Coding—given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal</td>
</tr>
<tr>
<td>Communications network</td>
<td>[Company]</td>
</tr>
</tbody>
</table>

**Communications**

<table>
<thead>
<tr>
<th><strong>Performance Modes</strong></th>
<th><strong>Examples</strong></th>
<th><strong>Skills/Concepts</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaking</td>
<td>Requesting information from dispatcher</td>
<td>Terminology</td>
</tr>
<tr>
<td>Writing</td>
<td>Record trailer numbers</td>
<td>Clarity of expression</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Classification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Terminology</td>
</tr>
<tr>
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<td>Legibility</td>
</tr>
</tbody>
</table>
## Task Statement

**I-F Trace Lost Shipments**

### Tools, Equipment, Materials, Objects Acted Upon

- Freight bills
- Telephone
- O.S. & D form
- Written communication
- Letters
- Bulletins
- Memos
- Teletype

### Performance Knowledge

- Inspect material without freight bills
- Inspect inbound trailers from original point of shipment
- Communicate with final destination point
- Prepare tracing bulletins

### Safety - Hazard

- Safety
  - Walk only in designated areas
  - Watch for towmotors
  - Avoid collisions with dockmen
- Hazards
  - Injury from falling freight
  - Collisions with dockmen and towmotors

### Decisions

- Where to look for lost freight
- Who to contact
- Type of communication to use

### Cues

- Unmarked freight
- Freight without bill

### Errors

- Delays in delivery
- Loss of revenue
- Payment of claims
- Misrecord information
- Overlook material
### ASK STATEMENT) I-F TRACE LOST SHIPMENTS

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral</td>
<td>Uses of Whole Numbers</td>
</tr>
<tr>
<td>Industriousness—willing to work</td>
<td>Counting</td>
</tr>
<tr>
<td>Perseverance—sticking with a job until done</td>
<td>Indexing</td>
</tr>
<tr>
<td>Trouble shooter—solving problems of lost shipments</td>
<td>Coding—Company</td>
</tr>
<tr>
<td>Observation</td>
<td>+, -, x, ÷</td>
</tr>
<tr>
<td>Communications networks</td>
<td></td>
</tr>
</tbody>
</table>

### COMMUNICATIONS

#### PERFORMANCE MODES
- Viewing
- Speaking
- Writing

#### EXAMPLES
- Looking for lost shipment
- Telephoning other terminals
- Prepare tracing bulletins

#### SKILLS/CONCEPTS
- Visual analysis
- Recognition of symbols, codes, emblems
- Describing
- Terminology
- Description
- Classification
- Clarity of expression
- Classification
- Description
- Terminology
## Task Statement

**I-G Handle Grievances**

### Tools, Equipment, Materials, Objects Acted Upon
- Company policy manual
- Union contract
- Grievance forms
- Communication devices
  - Telephone
  - Letters
  - Memos

### Performance Knowledge
- Review grievance statement
- Consult with company representatives
- Consult with Union representatives
- Attend hearing
- Implement results of hearing
- Compile final report

### Safety - Hazard

### Decisions
- Determine who should handle complaint
- Determine proper method of handling
- Determine who else should be informed
- Determine what reference material is needed
- Determine what arbitrators are needed

### Cues
- Existing company policy
- Existing union contract
- Previous decisions in similar situations

### Errors
- Improper dismissal
- Uninformed personnel
- Legal action resulting from improper handling
### SCIENCE
- Apathy—workers resent supervision
- Human relations
- Communications network
- Prejudice—basis of trouble may be a dislike of the creed, race of the individual
- Punishment and Sanctions—Know how to handle decisions of hearings
- Observation
- Patience—Ability to accept all phases of grievance handling

### MATH - NUMBER SYSTEMS
- Basic Measurement Skills and Concepts
  - Measurement: Non-geometric
  - Time/Calendar
- Uses of Numbers: (without calculation)
  - Indexing
  - Coding—[Company]

### COMMUNICATIONS
#### PERFORMANCE MODES
- Listening
- Viewing
- Speaking
- Reading
- Writing

#### EXAMPLES
- Listen to employee
- Seeing infraction
- Handle labor grievance
- Contracts and company manuals
- Reports and memos

#### SKILLS/CONCEPTS
- Auditory, Discrimination, Discriminate facts, Recognize opinions, Word definition
- Visual analysis
- Terminology, Clarity of expression, Conflict of semantics, Logic, Poise
- Comprehension, Informational reports, Recommendation, Progress, Proposals, Terminology, Instructions
- Memo format, Reports (same as reading), Business letters, Legibility
### Task Statement: I-H Insure Security Measures

#### Tools, Equipment, Materials, Objects Acted Upon

- Fences
- Illumination
- Alarms
- Identification badges
- I.D. card
- Cameras
- Visitor sign-in, sign-out sheet
- Security men
- Door guard
- Plant guard
- Yard guard
- Undercover guard
- Electric doors and gates

#### Performance Knowledge

- Inspect for unauthorized personnel in dock area
- Periodic check of employee activities
- Inspect daily shortage reports
- Open communication with security personnel

#### Safety – Hazard

- Safety
  - Walk only in designated areas
  - Watch for towmotors
- Hazards
  - Collisions with dockmen or towmotors
  - Falling freight

#### Decisions

- What people should be in what areas
- What areas need be patrolled

#### Cues

- Shortages
- Open cartons
- Materials in unusual places

#### Errors

- Poor supervision of visitors
- Lack of attention to employee activities
<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
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<tbody>
<tr>
<td>Behavioral</td>
<td></td>
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<tr>
<td>Trouble shooting—try to prevent problems from occurring</td>
<td></td>
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<tr>
<td>Observation—visual checks for possible problems</td>
<td></td>
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<tr>
<td>Open communications with security personnel</td>
<td></td>
</tr>
<tr>
<td>Uses of Positive Rational Numbers</td>
<td></td>
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<tr>
<td>+, -, x, ÷</td>
<td></td>
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<tr>
<td>Basic Measurement Skills and Concepts</td>
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<td>Measurement: Non-geometric</td>
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<tr>
<td>Time/Calendar</td>
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<table>
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</tr>
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</tr>
<tr>
<td>Reading</td>
</tr>
<tr>
<td>Writing</td>
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<td>Listening</td>
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## Task Statement

### Tools, Equipment, Materials, Objects Acted Upon

- Safety manual
- Safety posters
- Safety measures on equipment
- Overhead bars on towmotors
- Cut-off switch on dragline
- Cart pins
- Fire extinguishers
- First-aid kits
- Water hoses
- Exit (Fire and Emergency)
- Quick-dry agents
- Squeegees
- Brooms and mops
- Illumination

### Performance Knowledge

- Schedule meetings on safety
- Review safety procedures
- Updating safety methods
- Visual check for safety equipment
- Glasses
- Shoes
- Hard hats
- Gloves
- Protective clothing
- Periodic check of fire extinguishers, first aid kits, exits etc.

### Safety - Hazard

- Overhead bars on towmotors
- Cart pins
- Fire extinguishers
- First-aid kits
- Water hoses
- Exits (Fire and Emergency)
- Quick-dry agents
- Squeegees
- Brooms and mops
- Illumination

### Decisions

- When to hold meeting
- When to check
- How to handle violations
- Where to put posters
- Where to place equipment
- Who to train to use safety equipment
- Where to store safety materials

### Cues

- Safety regulations
- Violations of safety procedures
- New safety procedures
- Misuse and abuse of equipment
- High incident of accidents
- Types of material handled (combustible)

### Errors

- Improper filling of extinguishers
- Improper use of first aid
- Not following directions
- Lack of proper equipment and supplies
- Improperly trained employees
## Science

- Simple machines used to gain mechanical advantage
- Fluids under pressure
- Motion resulting from two or more forces acting on a point in a body
- Behavioral
- Safety needs—implement standards and procedures
- Communications network
- Observation
- Trouble shooting

## Math — Number Systems

- Uses of Positive Ration Numbers
- Basic Measurement Skills and Concepts
- Measurements: Non-geometric
  - Time/calendar—Scheduling
  - Temperature—Trailer
- Liquid — Flammable, miscellaneous, pressure
- Reading and interpreting tables, charts, and graphs
- Floor plans

## Communications

### Performance Modes

- Speaking
- Reading
- Viewing
- Listening

### Examples

- In-service meeting
- Manuals, reports
- Visual safety check
- Dock noises

### Skills/Concepts

- Terminology
- Clarity of expression
- Logic
- Comprehension
- Recommendation
- Progress report
- Proposals
- Instructions
- Visual analysis
- Memory
- Describing
- Auditory discrimination
## TASK STATEMENT

**I-J INSURE PROPER USE OF EQUIPMENT**

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY – HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operators manuals</td>
<td>Visual inspection of equipment</td>
<td>Safety</td>
</tr>
<tr>
<td>Instruction sheets</td>
<td>air in tires</td>
<td>Walk only in designated areas</td>
</tr>
<tr>
<td>Specification sheets</td>
<td>coolant levels</td>
<td>Watch for passing towmotors</td>
</tr>
<tr>
<td>Storage areas for equipment</td>
<td>fuel levels</td>
<td>Hazards</td>
</tr>
<tr>
<td></td>
<td>gauges properly working</td>
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</tr>
<tr>
<td></td>
<td>Working inspection of operators for proper operation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Report of equipment needing repair</td>
<td></td>
</tr>
</tbody>
</table>

### DECISIONS

- Determine what to check
- Determine personnel to use available equipment
- Determine if equipment is being properly operated
- Determine priorities in assigning equipment
- Determine where to store equipment

### CUES

- Missing equipment
- Equipment needing repair
- Misplaced equipment
- Personal misuse of equipment

### ERRORS

- Scrap equipment
- Increased operating costs
- Down-time

### SAFETY – HAZARD

- Safety
- Walk only in designated areas
- Watch for passing towmotors
- Hazards
- Collisions with dockmen or towmotors
- Falling freight
<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
</table>
| * Simple machines used to gain mechanical advantage  
  Fluids under pressure  
  Behavioral  
  Safety needs  
  Pride – care for the equipment  
  Trouble shooting  
  Tact in reprimanding  
  Observation | Uses of Positive Rational Numbers  
  Basic Measurement Skills and Concepts  
  Instruments  
  Fuel  
  Temperature  
  Oil |

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERFORMANCE MODES</td>
</tr>
</tbody>
</table>
| Viewing | Visual check of dock area and equipment | Visual analysis  
  Memory  
  Describing  
  Recognition of symbols, codes, emblems |
| Reading | Operator's manual | Comprehension  
  Recommendation report  
  Proposals  
  Instructions |
| Writing | Repair reports | Memo format  
  Description  
  Terminology  
  Number recognition |
| Listening | Dock noises | Auditory discrimination |
**TASK STATEMENT**  I-K SUPPORT MANAGEMENT POLICY

**TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON**

- Policy handbook
- Communication device
- Letters
- Telephone
- Memos
- Bulletin board

**PERFORMANCE KNOWLEDGE**

- Schedule periodic in-service meetings
- Interpreting company policy
- Distribute changes in policy

**SAFETY - HAZARD**

**DECISIONS**

- What to do when policy is questioned
- What to do when management policy is violated

**CUES**

- Discontent personnel
- Frequent violations
- Misunderstandings between management and labor
- Strikes

**ERRORS**

- Wrong decisions
- Lack of communication
- Lack of production
<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human relations</td>
<td></td>
</tr>
<tr>
<td>Team—try to get labor and management working together</td>
<td></td>
</tr>
<tr>
<td>Preventive procedures—try to keep a problem from manifesting itself</td>
<td></td>
</tr>
<tr>
<td>Communications network</td>
<td></td>
</tr>
<tr>
<td>Uses of Whole Numbers</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERFORMANCE MODES</td>
</tr>
<tr>
<td>Speaking</td>
</tr>
<tr>
<td>Reading</td>
</tr>
<tr>
<td>Listening</td>
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<tr>
<td></td>
</tr>
<tr>
<td>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Loading manifest</td>
</tr>
<tr>
<td>Trailers</td>
</tr>
<tr>
<td>Freight bills</td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>What to load</td>
<td>Material to be loaded</td>
<td>Damaged freight</td>
</tr>
<tr>
<td>What type of trailer is needed</td>
<td>Available space on trailer</td>
<td>Claim payment</td>
</tr>
<tr>
<td>When must trailer depart</td>
<td>How material is placed in trailer</td>
<td>Driving accidents from improper loading</td>
</tr>
<tr>
<td>What placards are needed</td>
<td></td>
<td>Cargo destruction due to improper labeling</td>
</tr>
<tr>
<td>Who is going to load</td>
<td></td>
<td>Overload</td>
</tr>
<tr>
<td>How must trailer be loaded</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| SAFETY - HAZARD                               |                                               |
| Safety                                        |                                               |
| Walk only in designated areas                |                                               |
| Watch for passing towmotors                  |                                               |
| Watch for drag line                          |                                               |
| Keep out of loader's way                     |                                               |
| Hazards                                       |                                               |
| Collision with dockmen, towmotor, drag line or loader |       |
| Falling freight                              |                                               |
### SCIENCE

- Weight distribution
- Fluids under pressure
- Motion resulting from two or more forces acting on a point in a body
- Behavioral
- Human relations
- Pride
- Motivation
- Trouble shooting—looking for problems such as improper loading of materials
- Observation
- Communications network

### MATH – NUMBER SYSTEMS

- Using Positive Rational Numbers
- Counting
- Coding—Company
- *, +, x, +
- Basic Arithmetic Skills and Concepts
- Guess and check method
- Basic Measurement Skills and Concepts
- Measurement: Non-geometric
- Time/calendar
- Weight
- Reading and interpreting tables, charts, and graphs
- Scale drawings/floor plans/blueprints
- Basic Geometry Skills and Concepts
- Knowledge of geometric relationships
- Symmetry—Drawing floor plan

### COMMUNICATIONS

#### PERFORMANCE MODES

- Viewing
- Writing

#### EXAMPLES

- Proper loading technique
- Complete manifest

#### SKILLS/CONCEPTS

- Visual analysis
- Memory
- Describing
- Detail and inference
- Recognition of code, symbols and emblems
- Description
- Terminology
- Number recognition
**TASK STATEMENT**  I-M SUPPORT GOVERNING BODY REGULATIONS

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>I.C.C. regulations manual</td>
<td>Inspect trailer for</td>
<td></td>
</tr>
<tr>
<td>State regulations manual—P.U.C.O</td>
<td>length</td>
<td></td>
</tr>
<tr>
<td>Local regulations manual</td>
<td>weight</td>
<td></td>
</tr>
<tr>
<td>Scale</td>
<td>proper markings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>licenses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>proper lighting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>height</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inspect that proper tractor is being used</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>What to do if standards are not met</td>
<td>Standards violated</td>
<td>Fines for over loading</td>
</tr>
<tr>
<td>What markings does load require</td>
<td>Load does not scale out</td>
<td>Cargo impounded</td>
</tr>
<tr>
<td>Is load under maximum allowable requirements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCIENCE</td>
<td>MATH – NUMBER SYSTEMS</td>
<td></td>
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<tr>
<td>---------</td>
<td>------------------------</td>
<td></td>
</tr>
<tr>
<td>Behavioral</td>
<td>Uses of Numbers—Rational</td>
<td></td>
</tr>
<tr>
<td>Observation</td>
<td>Indexing</td>
<td></td>
</tr>
<tr>
<td>Communications network</td>
<td>Coding—I.C.C., company</td>
<td></td>
</tr>
<tr>
<td></td>
<td>+, -, x, -</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic Measurement Skills and Concepts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Measurement: Non-geometric</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Time/calendar</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Temperature</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weight</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Speed—M.P.H.</td>
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</tr>
<tr>
<td></td>
<td>Reading and interpreting tables, charts, and graphs</td>
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<td></td>
<td>Logs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scale drawings/floor plans/blueprints</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maps—Routing</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>PERFORMANCE MODES</th>
<th>EXAMPLES</th>
<th>SKILLS/CONCEPTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>Governing regulations</td>
<td>Comprehension</td>
</tr>
<tr>
<td>Viewing</td>
<td>Visual check of equipment</td>
<td>Detail and inference</td>
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<tr>
<td></td>
<td></td>
<td>Recommendation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Proposal</td>
</tr>
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<td></td>
<td></td>
<td>Terminology</td>
</tr>
<tr>
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<td></td>
<td>Definition</td>
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<td></td>
<td>Instructions</td>
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<td>Visual analysis</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Describing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recognition of symbols, codes, emblems</td>
</tr>
</tbody>
</table>
### TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON
- Report form
- Time cards
- Loading manifest
- Roster sheets

### PERFORMANCE KNOWLEDGE
- Determine total man hours
- Determine total tonnage handled
- Complete daily ratio—number per man hour
- List number of trailers loaded and unloaded

### SAFETY – HAZARD

### DECISIONS
- Was daily goal achieved
- Can production be improved
- Was personnel fully utilized

### CUES
- Tonnage report
- Men on the shift

### ERRORS
- Low production
- High operating costs
### Science

- Behavioral
- Communications network

### Math - Number Systems

- Uses of Positive Rational Numbers
  - +, -, x, ÷
  - Coding—Company
  - Ratio
- Basic Algebra Skills and Concepts
  - Substitute given values in order to find the value of the required unknown—Man hours, tonnage
  - Number of men
  - Solve problems involving numerical algebraic expressions
- Basic Measurement Skills and Concepts
  - Measurement: Non-geometric
  - Weight

### Communications

<table>
<thead>
<tr>
<th>Performance Modes</th>
<th>Examples</th>
<th>Skills/Concepts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>Supervision reports</td>
<td>Comprehension</td>
</tr>
<tr>
<td>Writing</td>
<td>Prepare daily report</td>
<td>Informational reports</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number recognition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Description</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Classification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Informational reports</td>
</tr>
</tbody>
</table>
**II-A ASSIGN DUTIES TO PERSONNEL**

<table>
<thead>
<tr>
<th>SAFETY - HAZARD</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>DECISIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety</td>
<td>Observing standard safety, precautionary measures</td>
<td>Who to assign duties to personnel based on available personnel and priorities in loading and unloading</td>
</tr>
<tr>
<td></td>
<td>Hazards</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Collisions, slipping</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Falling freight</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Improper personnel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Low production</td>
<td></td>
</tr>
</tbody>
</table>

**TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON**

- Roster sheet
- Duty sheet
- Freight bills
- Chalk
- Wiping cloth
- Pencil and pens
- Towmotor drivers
- Line pullers
- Chalk
- Unloaders
- Loaders
- Drivers
- Personnel
- Doors
- Trailers
- Collisions
- Slipping
- Falling freight
- Improper personnel
- Low production

**ERRORS**

- Improper personnel
- Low production

**CUES**

- Trailers to be loaded and unloaded
- Available personnel
- Improper personnel
- Low production

**WHO TO ASSIGN DUTIES TO PERSONNEL**

- Priorities in loading and unloading
- Available personnel
- Improper personnel
- Low production
## II-A Assign Duties to Personnel

### Tools, Equipment, Materials, Objects Acted Upon
- Roster sheet
- Duty sheet
- Dock layout sheet
- Freight bills
- Manifest sheets
- Chalk
- Wiping cloth
- Pencil and pen

### Performance Knowledge
- Assign personnel
  - Unloaders
  - Loaders
  - Towmotor drivers
  - Liners
- Assign doors to loaders
- Give freight bill and trailer location to unloaders
- Assign areas to towmotor drivers and line pullers

### Safety - Hazard
- Safety
  - Observe standard safety precautionary measures
- Hazards
  - Collisions, slipping
  - Falling freight

### Decisions
- Who to assign the duties
- Priorities in loading and unloading

### Cues
- Trailers to be loaded and unloaded
- Available personnel

### Errors
- Improper personnel
- Inadequate
- Low production
# (TASK STATEMENT) II-A ASSIGN DUTIES TO PERSONNEL

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral</td>
<td></td>
</tr>
<tr>
<td>Human relations</td>
<td></td>
</tr>
<tr>
<td>Motivation</td>
<td></td>
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<tr>
<td>Aptitude</td>
<td></td>
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<tr>
<td>Tact</td>
<td></td>
</tr>
<tr>
<td>Distribute personnel for best work performance</td>
<td></td>
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<tr>
<td>Uses of whole Numbers</td>
<td></td>
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<tr>
<td>Coding—Company</td>
<td></td>
</tr>
</tbody>
</table>

## COMMUNICATIONS

### PERFORMANCE MODES
- Speaking
- Writing

### EXAMPLES
- Making assignments
- Complete duty sheet

### SKILLS/CONCEPTS
- Terminology
- Clarity
- Usage
- Classification
- Number recognition
- Legibility
### Task Statement: II-B Evaluate Work Performance

**Tools, Equipment, Materials, Objects Acted Upon**
- Shift report
- Roster sheet
- Duty sheet
- Time cards
- Tonnage reports
- Daily report

**Performance Knowledge**
- Observe on-the-job performance
- Evaluate and correct during work schedule
- Summarize performance at end of shift

**Safety - Hazard**
- Safety
- Observe standard safety precautionary measures
- Hazards
- Collisions on dock area
- Falling freight

**Decisions**
- Placement of personnel in proper areas
- Are personnel changes necessary
- Are daily goals being met

**Cues**
- Low production
- Idle time
- Poor work performance

**Errors**
- Wrong assignment
- Payment of claims
### SCIENCE

Behavioral

Aptitude
Human relations
Competency—seeing that labor force is capable of doing the assigned job properly
Observation
Punishment and sanctions—what to do if work performance is not up to standards
Safety needs
Communications
Tact

### MATH – NUMBER SYSTEMS

Uses of positive Numbers
+ , - , x, ÷
Counting
Indexing
Coding—Company
Basic Measurement Skills and Concepts
Measure sense/role of unit
Measurement: Geometric
Linear
Area
Volume
Measurement: Non-geometric
Time/calendar
Weight

### COMMUNICATIONS

#### PERFORMANCE MODES

<table>
<thead>
<tr>
<th>Mode</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewing</td>
<td>Observe personnel</td>
</tr>
<tr>
<td>Writing</td>
<td>Complete shift report</td>
</tr>
</tbody>
</table>

#### SKILLS/CONCEPTS

Visual analysis
Memory
Describing
Classification
Description
Informational reports
Number recognition
Legibility
### TASK STATEMENT: II-C PREPARE SHIFT REPORTS

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shift report</td>
<td>Summarize daily report</td>
<td>Safety</td>
</tr>
<tr>
<td>Time cards</td>
<td>man hours</td>
<td>Observe standard safety measures</td>
</tr>
<tr>
<td>Tonnage reports</td>
<td>tonnage</td>
<td>Hazards</td>
</tr>
<tr>
<td>Daily reports</td>
<td>work performed</td>
<td>Collisions in dock area</td>
</tr>
<tr>
<td>Adding machine</td>
<td>Enter figures on shift report</td>
<td>Falling freight</td>
</tr>
<tr>
<td></td>
<td>Figure totals</td>
<td></td>
</tr>
</tbody>
</table>

#### DECISIONS
- Where to enter figures
- Recommendations

#### CUES
- Amount of production
- Daily goals
- Man hour—tonnage ratios

#### ERRORS
- Mathematical mistakes
- Wrong entries
### TASK STATEMENT: II-C PREPARE SHIFT REPORTS

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
</table>
| Behavioral Communications | Uses of Positive Rational Numbers $+$, $-$, $\times$, $\div$  
Coding—Company  
Ratio  
Basic Algebra Skills and Concepts  
Solve problems involving literal algebraic expressions  
Substitute given values in order to find the value of the required unknown 
$$ \text{man hours-tonnage} $$  
$$ \text{no. of men} $$  
Basic measurement Skills and Concepts  
Measurement: Non-geometric  
Weight |

### COMMUNICATIONS

<table>
<thead>
<tr>
<th>PERFORMANCE MODES</th>
<th>EXAMPLES</th>
<th>SKILLS/CONCEPTS</th>
</tr>
</thead>
</table>
| Writing | Shift report | Classification  
Description  
Informational reports  
Number recognition  
Legibility |
DUTY III. UNLOADING INBOUND MATERIALS

A. Obtain freight bills
B. Prepare trailer for unloading
C. Select and remove individual shipments
D. Close out trailer
### III-A Obtain Freight Bills

#### Tools, Equipment, Materials, Objects Acted Upon
- Freight bills
- Dock layout sheet
- Bill storage area

#### Performance Knowledge
- Obtain bills from router
- Mark location of trailer on unloading manifest
- Store bills awaiting unloading

#### Safety - Hazard
- Safety
- Standard safety measures
- Hazards
- Collisions
- Falling freight

#### Decisions
- Who to give bills to
- Where to store bills

#### Cues
- Number of inbound trailers
- Calls from router

#### Errors
- Misplacement of bills
- Mark wrong location
### III-A OBTAIN FREIGHT BILLS

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral</td>
<td></td>
</tr>
<tr>
<td>Communications</td>
<td></td>
</tr>
<tr>
<td>Uses of Positive Rational Numbers</td>
<td></td>
</tr>
<tr>
<td>+, -, x, ÷</td>
<td></td>
</tr>
<tr>
<td>Counting</td>
<td></td>
</tr>
<tr>
<td>Indexing</td>
<td></td>
</tr>
<tr>
<td>Coding—company</td>
<td></td>
</tr>
<tr>
<td>Basic Measurement Skills and Concepts</td>
<td></td>
</tr>
<tr>
<td>Measurement: Non-geometric</td>
<td></td>
</tr>
<tr>
<td>Time/calendar</td>
<td></td>
</tr>
<tr>
<td>Reading and interpreting tables, charts, and graphs</td>
<td></td>
</tr>
<tr>
<td>Maps—Dock layout</td>
<td></td>
</tr>
</tbody>
</table>

### COMMUNICATIONS

<table>
<thead>
<tr>
<th>PERFORMANCE MODES</th>
<th>EXAMPLES</th>
<th>SKILLS/CONCEPTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Fill out dock layout sheet</td>
<td>Classification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number recognition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Legibility</td>
</tr>
</tbody>
</table>
### Task Statement

**III-B Prepare Trailer for Unloading**

#### Tools, Equipment, Materials, Objects Acted Upon

- Trailer
- Manifest
- Freight bills
- Seal remover
- Dock plate

#### Performance Knowledge

- Inspect trailer number with manifest
- Verify seal number of trailer
- Record seal number on manifest
- Break seal
- Open trailer door
- Place dock plate in place

#### Safety - Hazard

- **Safety**
- Care in breaking seal
- Care in opening door
- Secure level footing on dock

- **Hazards**
- Lacerations
- Back injury—opening door
- Bodily injury
- Tripping, slipping, straining

#### Decisions

- Proper method for opening trailer door
- Assign personnel to unload

#### Cues

- Type of trailer door
- Seal number

#### Errors

- Wrong trailer
- Misrecord seal number
- Damage trailer door
- Damage freight
### TASK STATEMENT

**III-B PREPARE TRAILER FOR UNLOADING**

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Simple machines used to gain mechanical advantage</td>
<td></td>
</tr>
<tr>
<td>- Fluids under pressure</td>
<td></td>
</tr>
<tr>
<td>- Behavioral</td>
<td></td>
</tr>
<tr>
<td>- Observation</td>
<td></td>
</tr>
<tr>
<td>- Communications</td>
<td></td>
</tr>
<tr>
<td>- Uses of Positive Rational Numbers</td>
<td></td>
</tr>
<tr>
<td>- $+,-,\times,\div$</td>
<td></td>
</tr>
<tr>
<td>- Uses of variables</td>
<td></td>
</tr>
<tr>
<td>- Write as a formula or equation a relationship given in words</td>
<td></td>
</tr>
<tr>
<td>- Substitute given values in order to find the value of the required unknown—Company</td>
<td></td>
</tr>
<tr>
<td>- Basic Arithmetic Skills and Concepts</td>
<td></td>
</tr>
<tr>
<td>- Guess and check method</td>
<td></td>
</tr>
<tr>
<td>- Basic Measurement Skills and Concepts</td>
<td></td>
</tr>
<tr>
<td>- Measurement: Non-geometric</td>
<td></td>
</tr>
<tr>
<td>- Time/calendar</td>
<td></td>
</tr>
</tbody>
</table>

### COMMUNICATIONS

#### PERFORMANCE MODES

- Viewing
- Writing
- Touching

#### EXAMPLES

- **Observe seal number**
- **Record seal number**
- **Break seal number**

#### SKILLS/CONCEPTS

- **Visual analysis**
- **Recognition of symbols, codes, emblems**
- **Legibility**
- **Number Recognition**
- **Shape**
- **Lifting**
### III-C SELECT AND REMOVE INDIVIDUAL SHIPMENT

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY – HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freight bills</td>
<td>Select material for removal</td>
<td>Safety</td>
</tr>
<tr>
<td>Carts</td>
<td>Match freight bill with proper material</td>
<td>Select proper equipment in handling material</td>
</tr>
<tr>
<td>Two-wheelers</td>
<td>Inspect routing</td>
<td>Good lighting</td>
</tr>
<tr>
<td>Dollies</td>
<td>Select method of removal</td>
<td>Cover holes and remove nails</td>
</tr>
<tr>
<td>Towmotors</td>
<td>towmotor</td>
<td>Seek assistance in handling when necessary</td>
</tr>
<tr>
<td>Crane</td>
<td>hand cart</td>
<td>Proper safety clothing &amp; shoes, etc.</td>
</tr>
<tr>
<td>Trouble lights</td>
<td>crane</td>
<td></td>
</tr>
<tr>
<td>Expedite forms</td>
<td>two-wheeler</td>
<td></td>
</tr>
<tr>
<td>Trailer</td>
<td>drum cart</td>
<td>Hazards</td>
</tr>
<tr>
<td></td>
<td>Forward material to loading door</td>
<td>Personal injury</td>
</tr>
<tr>
<td></td>
<td>Expedite material without bills</td>
<td>back lacerations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tripping</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Falling off dock</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Breaking glasses</td>
</tr>
</tbody>
</table>

### DECISIONS
- What to unload
- How to unload material
- Where to send
- Where to store

### CUES
- Type of freight
- Markings on freight bill
- Missing freight bill

### ERRORS
- Wrong handling causing damages
- Sending material to wrong loading area
### III-C Select and Remove Individual Shipments

#### Science
- Simple machines used to gain mechanical advantage
- Fluids under pressure
  - Behavioral
  - Pride in work
  - Perseverance
  - Safety needs
  - Motivation
  - Observation
  - Competency

#### Math - Number Systems
- Uses Positive Rational Numbers
- +, -, x, ÷
- Counting
- Indexing
- Coding—Company
- Basic Arithmetic Skills and Concepts
  - Guess and check method
- Basic Measurement Skills and Concepts
  - Measurement: Geometric
    - Linear
    - Area
    - Volume
  - Measurement: Non-geometric
    - Time/calendar
    - Weight
    - Liquid
- Reading and interpreting tables, charts, and graphs
- Scale drawings/floor plans/blueprints

#### Communications

#### Performance Modes
- Viewing
- Reading
- Touching
- Writing

#### Examples
- Select material
- Read route bill
- Removing freight
- Mark freight bill

#### Skills/Concepts
- Visual analysis
- Memory
- Color discrimination
- Recognition of symbols, codes, emblems
- Number recognition
- Comprehension
- Instructions
- Lifting
- Legibility
- Number recognition
### III-D CLOSING OUT TRAILER

#### TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

- Broom
- Nail puller
- Manifest
- Trash container
- Trailer
- Trouble lights

#### PERFORMANCE KNOWLEDGE

- Sweep out trailer
- Remove any nails and blocks from trailer floor
- Place debris in trash container
- Close trailer door
- Sign manifest
- Report for reassignment

#### SAFETY – HAZARD

- Safety
- Proper safety clothing
- Sweep trailer carefully
- Care in use of tools
- Care in closing door
- Hazards
  - Personal injury
    - feet
    - hands
    - back
  - Getting dirt in eyes
  - Respiratory problems

#### DECISIONS

- Tools to use
- Where to sign manifest
- How to close trailer door
- Where to report for reassignment

#### CUES

- Empty trailer
- Nails in floor
- Type of trailer door
- Location of assignment area

#### ERRORS

- Not sweeping trailer
- Not removing nails and blocks from trailer floor
- Not closing trailer door
### Science

- Behavioral
- Safety needs
- Observation
- Communications

### Math - Number Systems

- Uses of Whole Numbers
- Counting
- Coding—company

### Communications

#### Performance Modes
- Touching
- Writing

#### Examples
- Sweeping trailer
- Sign manifest

#### Skills/Concepts
- Texture
- Lowering
- Legibility
- Classification
DUTY IV. STORING MATERIAL

A. Transport material to proper storage area
B. Pull the drag line
## IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA

### TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

- Floor space
- Carts
- Towmotors
- Two-wheelers
- Drum carts
- Channel dolly
- Chain

### PERFORMANCE KNOWLEDGE

- Select storage area
- Select transporting method
- Place freight in storage area
- Mark location on freight bill
- Give freight bill to loader
- Return to original work area

### SAFETY – HAZARD

- Safety
- Proper safety clothing
- Proper use of equipment
- Clean storage areas
- Attend drag line

- Hazards
- Personal injury
- Collisions with drag line, towmotors and dock workers
- Getting caught in drag line

### DECISIONS

- Selecting storage area
- What transporting method should be used
- How to store freight
- Where to mark bill
- Who to give bill to

### CUES

- Type of material
- Storage area available

### ERRORS

- Store in wrong area
- Damage to freight
- Incorrect marking on bill
### IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simple machines used to gain mechanical advantage</td>
<td>Uses of Whole Numbers</td>
</tr>
<tr>
<td>Behavioral</td>
<td>Counting</td>
</tr>
<tr>
<td>Safety needs</td>
<td>Coding—company</td>
</tr>
<tr>
<td>Observation</td>
<td></td>
</tr>
<tr>
<td>Pride in use of equipment</td>
<td></td>
</tr>
<tr>
<td>Communications network</td>
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</table>

### COMMUNICATIONS

<table>
<thead>
<tr>
<th>PERFORMANCE MODES</th>
<th>EXAMPLES</th>
<th>SKILLS/CONCEPTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewing</td>
<td>Select storage area</td>
<td>Visual analysis</td>
</tr>
<tr>
<td>Touching</td>
<td>Place freight in storage area</td>
<td>Memory</td>
</tr>
<tr>
<td>Writing</td>
<td>Mark freight bill</td>
<td>Describing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recognition of symbols, codes, emblems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lifting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lowering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Legibility</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number recognition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Classification</td>
</tr>
<tr>
<td>SAFETY - HAZARD</td>
<td></td>
<td></td>
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<tr>
<td>-----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drag line Pull appropriate cart from drag line</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage area</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observe movement of towmotors and dockmen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hazards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bodily injury</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERFORMANCE KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pull appropriate cart from drag line</td>
</tr>
<tr>
<td>Place dock cart in proper storage area</td>
</tr>
<tr>
<td>Combine small orders on one cart</td>
</tr>
<tr>
<td>Load small order on proper trailers</td>
</tr>
<tr>
<td>Give loaded bills to loader</td>
</tr>
<tr>
<td>Maintain storage area</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>OBJECTS ACTED UPON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cart identification</td>
</tr>
<tr>
<td>Small orders</td>
</tr>
<tr>
<td>Amount of work</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>What cart to pull from line</td>
</tr>
<tr>
<td>Where to place cart</td>
</tr>
<tr>
<td>How to combine small orders</td>
</tr>
<tr>
<td>Which loader to give bill</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Misplacing freight</td>
</tr>
<tr>
<td>Misloading freight</td>
</tr>
<tr>
<td>Damaged freight</td>
</tr>
<tr>
<td>Damaged carts</td>
</tr>
</tbody>
</table>
### SCIENCE

- Simple machines used to gain mechanical advantage
- Behavioral
- Safety needs
- Pride in work
- Observation
- Communication

### MATH - NUMBER SYSTEMS

- Uses of whole numbers
- \( +, -, x \)
- Coding—Company
- Ratio

### COMMUNICATIONS

#### PERFORMANCE MODES
- Touching
- Viewing

#### EXAMPLES
- Pulling line
- Selecting the storage area

#### SKILLS/CONCEPTS
- Lifting
- Pushing
- Visual analysis
- Memory
- Recognition of symbols, codes, emblems
DUTY V. LOADING FOR RESHIPMENT AND/OR DELIVERY

A. Prepare trailer for loading
B. Load individual shipments
C. Close out trailer
(TASK STATEMENT) V-A PREPARE TRAILER FOR LOADING

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY – HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trailer Manifest</td>
<td>Open trailer door</td>
<td>Safety</td>
</tr>
<tr>
<td></td>
<td>Prepare loading manifest</td>
<td>Care when opening trailer door</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Standard precautions in dock area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hazards</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bodily injury</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Falling freight</td>
</tr>
</tbody>
</table>

**DECISIONS**

- Decide what to write on loading manifest
- Select method for opening trailer door
- Select proper trailer according to material

**CUES**

- Material to be loaded
- Trailer in proper location

**ERRORS**

- Wrong trailer
- Wrong information manifest
- Wrong location of trailer
### V-A PREPARE TRAILER FOR LOADING

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral</td>
<td>Uses of Positive Numbers</td>
</tr>
<tr>
<td>Observation</td>
<td>$\times$, $\div$</td>
</tr>
<tr>
<td>Communication</td>
<td>Coding—company</td>
</tr>
</tbody>
</table>

#### Basic Arithmetic Skills and Concepts
- Guess and check method

#### Basic Measurement Skills and Concepts
- Measurement: Geometric
  - Linear
  - Area
  - Volume
- Measurement: Non-geometric
  - Time/calendar
  - Weight

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
</tr>
</thead>
</table>

#### PERFORMANCE MODES
- Touching
- Writing

<table>
<thead>
<tr>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open door</td>
</tr>
<tr>
<td>Prepare manifest</td>
</tr>
</tbody>
</table>

#### SKILLS/CONCEPTS
- Lifting
- Legibility
- Number recognition
- Classification
- Description
### Task Statement

**V-B Load Individual Shipments**

**Tools, Equipment, Materials, Objects Acted Upon**
- Trailer
- Loading manifest
- Towmotor
- Two-wheeler
- Crane
- Drum carts
- Dollies
- Hand tools
- Hammer
- Nails
- Blocks
- Chains

**Performance Knowledge**
- Select material to be loaded
- Determine proper method of loading
- Determine placement of material in trailer
- Place material in trailer

**Safety - Hazard**
- Safety
  - Standard safety clothing and equipment
  - Handle freight properly
  - Use equipment properly
  - Follow proper loading procedures
- Hazards
  - Bodily injury
  - Tripping, falling
  - Fall off dock area

### Decisions

- What to load
- How to load
- Where to load
- What equipment to use
- What to put on manifest

### Cues

- Material to be loaded
- Space available on trailer
- Equipment available for loading

### Errors

- Misload to wrong trailer
- Overload trailer
- Imbalanced load
- Damaged freight
- Mixing freight improperly (i.e. poisons with food products)
- Adding manifest incorrectly
<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fluids under pressure</td>
<td>Uses of Positive Rational Numbers</td>
</tr>
<tr>
<td>Motion resulting from two or more forces acting on a point in a body</td>
<td>*, -, x, ÷</td>
</tr>
<tr>
<td>Effect of heating and cooling on state of matter</td>
<td>Counting</td>
</tr>
<tr>
<td>Simple machines used to gain mechanical advantage</td>
<td>Coordinate system</td>
</tr>
<tr>
<td>Behavioral</td>
<td>Ordering</td>
</tr>
<tr>
<td>Aptitude</td>
<td>Indexing</td>
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<tr>
<td>Motivation</td>
<td>Coding – company</td>
</tr>
<tr>
<td>Observation</td>
<td>Basic Arithmetic Skills and Concepts</td>
</tr>
<tr>
<td>Safety needs</td>
<td>Guess and check method</td>
</tr>
<tr>
<td>Trouble shooting</td>
<td>Basic Measurement Skills and Concepts</td>
</tr>
<tr>
<td>Pride in work</td>
<td>Measurement: Geometric</td>
</tr>
<tr>
<td>Uses of Positive Rational Numbers</td>
<td>Linear</td>
</tr>
<tr>
<td></td>
<td>Area</td>
</tr>
<tr>
<td></td>
<td>Volume</td>
</tr>
<tr>
<td></td>
<td>Measurement: Non-geometric</td>
</tr>
<tr>
<td></td>
<td>Time/calendar</td>
</tr>
<tr>
<td></td>
<td>Weight</td>
</tr>
<tr>
<td></td>
<td>Reading and interpreting tables, charts and graphs</td>
</tr>
<tr>
<td></td>
<td>Scale drawings/floor plans/blueprints</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERFORMANCE MODES</td>
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<td>Viewing</td>
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<tr>
<td>Writing</td>
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<td>Touching</td>
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<td></td>
</tr>
</tbody>
</table>
### V-C CLOSE OUT LOADED TRAILER

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY – HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trailer</td>
<td>Secure approval of trailer load from supervisor</td>
<td>Safety</td>
</tr>
<tr>
<td>Seal</td>
<td>Complete information on manifest and record number</td>
<td>Use caution when closing door</td>
</tr>
<tr>
<td>Completed manifest</td>
<td>Send freight bill and manifest to dispatcher</td>
<td>Care in attaching seal</td>
</tr>
<tr>
<td>Freight bills</td>
<td>Close trailer door</td>
<td>Hazards</td>
</tr>
<tr>
<td>Placards</td>
<td>Attach seal to trailer door</td>
<td>Bodily injury</td>
</tr>
<tr>
<td></td>
<td>Inform dispatcher that trailer is ready for road</td>
<td></td>
</tr>
</tbody>
</table>

#### DECISIONS
- What to write on manifest
- When to close trailer door
- What to send to dispatcher
- Which seal to use
- Which placards to attach

#### CUES
- Trailer cube
- Trailer weight
- Time schedule

#### ERRORS
- Record wrong seal number
- Incorrectly attach seal
- Forget placards
- Put wrong freight bill with manifest
**ASK STATEMENT**  V-C CLOSE OUT LOADED TRAILER

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motion resulting from two or more forces acting on a point in a body</td>
<td>Uses of Positive Rational Numbers</td>
</tr>
<tr>
<td>Weight distribution</td>
<td>+, -, x, ¼</td>
</tr>
<tr>
<td>Behavioral</td>
<td>Counting</td>
</tr>
<tr>
<td>Observations</td>
<td>Ordering</td>
</tr>
<tr>
<td>Communications network</td>
<td>Coding — Company</td>
</tr>
<tr>
<td>Safety needs</td>
<td>Basic Measurement Skills and Concepts</td>
</tr>
</tbody>
</table>

**Uses of Positive Rational Numbers**
- Counting
- Ordering
- Coding — Company

**Basic Measurement Skills and Concepts**
- Measurement: Geometric
- Linear
- Area
- Volume

**Measurement: Non-geometric**
- Time/calendar
- Weight

**Reading and interpreting tables, charts, and graphs**
- Scale drawings/floor plans/blueprints

---

**COMMUNICATIONS**

<table>
<thead>
<tr>
<th>PERFORMANCE MODES</th>
<th>EXAMPLES</th>
<th>SKILLS/CONCEPTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewing</td>
<td>Supervisor approval</td>
<td>Visual analysis</td>
</tr>
<tr>
<td>Writing</td>
<td>Complete manifest information</td>
<td>Recognition of codes, symbols, emblems</td>
</tr>
<tr>
<td>Speaking</td>
<td>Inform dispatcher</td>
<td>Classification</td>
</tr>
</tbody>
</table>

**Examples**
- Supervisor approval
- Complete manifest information
- Inform dispatcher

**Skills/Concepts**
- Visual analysis
- Recognition of codes, symbols, emblems
- Classification
- Description
- Number recognition
- Legibility
- Terminology
- Clarity of expression
GLOSSARY

Bay—Area used for open storage of heavy items
Bill of Lading—Contract between shipper and carrier showing consignee, number of pieces and weight of shipment
Bill Router (Job)—Person who places final destination on freight bill
Bracing—Securing material to prevent shifting and damage
Carrier—A company in the business of transporting persons or property
City Delivery (Pick up and delivery)—Materials to be delivered locally
Claims Department—Department which handles requests by shipper for payment of compensation for lost or damaged goods
Common Carrier—Carrier whose business is open to the public i.e. P.I.E., consolidated, roadway
Communication Devices—Items used to facilitate messages such as phones, P.A. systems, etc.
Concealed Damage—Damage not evident when shipment arrives
Connecting Line—Same as interline
Consignee—To whom materials are being shipped
Consignor—Shipper of material
Consolidation—Picking up, transporting and delivering freight of almost any kind and size within the area the freight company serves
Contract Carrier—Carrier hired on a long-term basis by a company to supply its outlets
Coordination—Successful control and direction of all operations
Destination Terminal—Terminal in the consignee's city
Dispatcher—Supervises movement and placement of trailers
Dock—Area where material handling takes place
Dock Equipment—Devices used to handle materials during the loading, unloading, and storing functions such as towmotors, conveyors, dollies, drum carts, handcarts
Dock Layout—Map showing location of loading doors, unloading doors, storage area, and shape of material handling area
Dock office—Area which houses all dock operation activities
Double Header—Tractor-trailer rig which has two or more trailers in tandem
Drag Line—Moving line on which carts are placed to send them to other area of the dock
Exceptions—Any errors in shipment which should be noted on the freight bill
Exempt-Carrier—Private carrier exempt from I.C.C. regulations (not engaged in intrastate activities)
Expedite—Doing everything possible to speed delivery of shipments to final destination
Free astray—Shipments and partial shipments expedited at no charge
Freight Bill—Bill listing consignor, consignee, number of pieces, rate, weight, and total charges of shipping
Flat Bed—Semi-trailer with no sides
Full Trailer—Trailer with wheels on both ends
Grievance—Complaint filed by the labor force against management
Hostler—Yard driver who moves trailers to or from dock area
Hot Note—Note attached to freight bill to facilitate speedy handling
I.C.C.—(Interstate Commerce Commission)—Federal body governing all carriers engaged in interstate commerce
Inbound—Materials coming into a terminal
In-service meeting—Training sessions for the benefit of the work force
Interline—Freight handled by two or more freight companies
In-transit—Goods being transported
Loader—(Job)—Person who supervises the placement of shipments on a trailer
L.T.L.—Less than truck load
Manifest—Log on which the number of pieces and the weight of individual shipments are listed
Open Top Trailer—Trailer without a top for hard-to-handle merchandise. Also referred to as “Ragtop”
Origin Terminal—Terminal in the shipper’s city
O.S. & D.—Overages, shortages and damages—department whose duty is to investigate exceptions
O.T.R.—Over The Road—Trailers which are sent to other terminals
Outbound—Materials to be sent to other terminals
Pallet—Form on which material is placed to facilitate handling with equipment
Perishables—Materials that require special handling because they may decay or spoil quickly
Piggy back—Trailers transported by means other than tractors, O.T.R., such as placing on flatbed railroad cars
Placard—Signs placed on outside of trailer
Private Carrier—Carries company or private merchandise
P. U. C. O.—Public Utilities Commission of Ohio—Governs intrastate activities
Rating and Billing—Method of giving customer information on freight carriers
Roster Sheet—List of workers on a shift
Route Book—Book containing destination terminals for outbound shipments
Seal—Metal strip that interlocks and is placed on trailer door when loading is completed
The seal has a number which is recorded on loading manifest
Semi-Trailer—Trailer with wheels on only one end
Shift Report—Summary of all activities that take place on a shift
Skid—Another term for pallet
Tank Trailer—Primarily used for transporting liquids
Tariff Book—Comprehensive listing of freight rates and services
Terminal—Structure from and between which truck and unit carry freight
Tonnage Report—Summary of total weight handled during shift and ratio per man hour
Tracer (Job)—Looks for lost shipments or goods in transit
Tractor—Motorized vehicle used to transport trailers
Traffic Department—Department which determines rates, negotiates agreements with other carriers for interlining freight
Trailer—Unit on which shipments are loaded
Unconcealed damage—Evident damage upon receipt of goods
Unloader (Job)—Also called stripper, checker—Position responsible for removing shipments from trailers
Yard Jockey—Another term for hostler