PREP FOR DELIVERY

Understand the process

☐ Store books in a room that can be locked at all times.

☐ Find a space with room to unpack and sort yearbooks.

☐ Alert the front office to be ready

☐ Confirm the most recent/accurate ship date.

☐ Understand books may arrive from the Wednesdays before or after the ship date.

☐ Watch for an email from your CSA the day after books leave the plant.

☐ Check the email for number of boxes and overruns.

☐ Know the books will travel from Kansas City to a local depot, then to your school.

Decide who will interact with the driver

☐ Tell the driver where to put the pallet(s): at the dock room or just inside one door.

☐ Ensure you have not requested and paid for special delivery service unless needed.

☐ Count boxes to make sure nothing is missing.

☐ Check boxes to ensure nothing is damaged.

☐ Sign the packing slip.

Before the driver leaves

☐ Count the boxes and ensure they match the bill of lading (shipping paperwork).

☐ If boxes are missing, note it and have the driver sign the shipping paperwork.

☐ Check for damaged boxes and take photos if needed.

☐ If books inside are damaged, take additional photos and email your rep and CSA.

☐ Sign all shipping paperwork and note any problems before signing.

☐ Take a photo of the bill if the driver doesn't provide a copy.

☐ Keep the bill of lading for your records.

A Word About the Driver

- The driver will unload the pallet into the dock room or wheel it just inside the front entrance.
- Remember, the driver is not a Varsity Yearbook employee.
- Please report any delivery problems to your rep or CSA.

The driver is not allowed to:

- Move the pallet beyond the initial entry door.
- Lift or move individual boxes off pallets.
- Prepare a pallet jack or forklift to move the pallet as needed.
- Move boxes off the pallet for distribution.

Inside Delivery (Optional)

- Understand white-glove service costs extra. Contact your rep if you are interested.
- Note that even with this service, drivers will not unload individual boxes.
- Ensure no obstructions are in the way to the final location.