

## TRUCK UNLOADING GUIDELINES

Thank you for choosing Wayne Dalton Garage Doors! In order for your delivery to proceed quickly and safely, we have established the following processes.

Drivers are available to assist in the unloading process. Drivers will:

- Call to advise an ETA at least 24 hours prior to arrival
- Arrive at the scheduled time (+ or - ½ hour), or call to advise of delays and establish a revised arrival time
- Place the trailer in position at the dock or in the yard for unloading
- Assist customer with carrying product to the tailgate of the trailer
- Inspect and help to reload, or to field dispose, CSF material, when necessary
- Acquire signatures from responsible party at receiver's location on bill of lading and delivery tickets, confirming receipt of orders
- Note shortages at the time of delivery and notify customer service

The driver should not be expected to:

- Stack product onto warehouse racks
- Unload truck or handle doors alone
- Get into and out of the trailer multiple times when there is no dock

Please help us make the delivery as safe and efficient as possible by having sufficient personnel on hand to perform the unloading and to provide assistance to the driver in the trailer.

Deliveries are expected to be completed at a rate of 50 units per hour. In addition to the driver, the following **personnel requirements** must be provided:

<b>Personnel Requirements</b>		
<u>Shipment Size</u>	<u>With Dock &amp; Carts*</u>	<u>Without Dock</u>
Up to 10 units	1	2
11 to 50 units	1	3
51 to 100 units	2	4
101 to 150 units	3	5
151 units to full load	4	5

\* If carts are not used, personnel should be scheduled as for locations without docks.

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In the event a driver arrives at a delivery location and there are not the appropriate number of personnel available to assist with the unload process, the driver will call dispatch at Mt Hope. With the input of customer service, dispatch, and the transportation team, a determination will be made to wait until the receiver is able to assist with unloading, or to return the product to the plant for delivery on the next truck.

\*When product is returned undelivered, the receiver will be charged to re-deliver the following week.

If a driver arrives at destination and the customer has not received a phone or email notification in advance, or if the truck arrives outside of the prearranged time (+/- one hour) without a call, and personnel are not available to assist with unloading the truck, then the driver will contact dispatch, the transportation group, and Customer Care. Dispatch, transportation, and Customer Care will determine the best course of action for ensuring that customers receive their delivery.

Job sites: Customers are to provide primary and secondary contact information for personnel that will be onsite. The driver is to call in advance of delivery to arrange meeting time, obtain special instructions, determine if it is a residential or commercial delivery, and get directions, as many new construction locations are not discoverable via GPS.

**\*\* Under no circumstances will drivers unload trucks without assistance \*\***