

EASTERN MECHANICAL SERVICES, INC.  
Shipping, Receiving and Return Procedures

**Out Going Shipping & Shipper's Responsibilities:**

- Name
- Address
- City, State Zip
- Description of item or items in package
- Job name / Job number

Shipping and Receiving Personnel (Shannon Haight currently) will do the label for (UPS or Federal Express) and packing slip.

**Receiving:**

- 1) Depending on size of package put on table, if not place in front of the table on the floor. Do not place in front of electrical panels.
- 2) All items must be inspected for damage & completeness before delivery driver leaves.
- 3) Once you receive a delivery, write the job name and job number on the package.
- 4) All packing slips/ receivers go to shipping and receiving (S&R). If S&R (Shannon) is not in her office, please deposit the slip in her in-box on her desk.

**Returns (field):**

- 1) Coordinate all material returns with the project manager in charge of the job. Bring excess material back to supplier if this is convenient during the course of doing the work. If not, call vendor for jobsite pick up (this is the preferred method). If after all has failed, you may bring the returnable materials back to the shop for disposition in a TIMELY manner.
  - a) Make sure the EMS Credit Slip from the vendor has:  
Job name / Dispatch # or Job # **NO EXCEPTIONS**
- 2) Fill out the vendor's field copy with the above information if it is missing and send to Shannon by photo-email on the same day informing her of the return to vendor.

**Returns (Shop):**

- 1) Fill out EMS Return Form on S&R table completely!
- 2) Tape form to item
- 3) Take picture of paperwork & email or text to S&R.
- 4) You must identify the vendor who sold us the material being returned. If unclear check with Keri, Shannon or your Foreman.

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**Material Pickup:**

- 1) Foreman / SD Tech will be notified when items arrive based on job / dispatch #
- 2) When you pick up the item, take a picture of the item(s) and send to S&R informing office of material pickup. Please include job # / dispatch # with picture info. Note: the picture can be of the packing slip or the tag on the box in lieu of the actual item.

**Shipping and Receiving Table:**

- Do not deposit any personal items on this table
- Do not leave empty containers on or around the table. Please cut, flatten and place all cardboard in the dumpster. DO NOT put full cardboard boxes in dumpster; we have to maximize the space for all other waste materials.
- DO NOT put any items in front of the electrical panels. The orange painted areas of the floor are to be kept clear.

For jobsite shipping and receiving procedure see page 3 of 3.

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Jobsite Specific Receiving Goods

1. Before receiving a delivery, inspect the contents for external damage. If the condition of the item is shipped in a questionable fashion, make sure you open the box and examine the item for any hidden damage which may have occurred prior to shipment.
2. Verify the quantity of items as listed on the bill of lading make sure the items match the description.
3. If the item appears damaged, take a picture of the item and ***make sure you note the damage on the bill of lading.***
  - a. Send this information immediately to the project manager for him to resolve the claim with the manufacturer or the trucking company.
4. ***Do not give the trucking company driver your name until*** the inspection process has been completed.
5. If the material is accepted by you, make sure you sign the bill of lading with your proper signature.

Jobsite Specific Shipping Goods

If the project manager of your job has granted authorization to return materials, follow this procedure:

1. Make sure you have the correct vendor who sold the material originally, and make sure you have received its authorization to return the material.
2. Obtain from said vendor a copy of the Returned Goods Authorization (RGA) paperwork with the driver's signature acknowledging he or she picked up the returned materials.
3. Take a picture of the paperwork, which as a minimum needs to show the job or dispatch number, the date, the quantities and descriptions of the materials being returned. Enlarge the photo to make sure it is clear and readable.
4. Send the photo copy of said return to both: [shannon@emsinc.us](mailto:shannon@emsinc.us) and [chrissy@emsinc.us](mailto:chrissy@emsinc.us).
5. Bring the hard copy to the office the next time you are at the office and give it to Shannon Haight for processing.