





# The "Structall Difference" - Shipping

Since opening in 1987, Structall Building Systems has striven for excellence in every aspect of its operations. To achieve this, Structall has implemented processes and tools to insure that your order arrives to you complete and intact.

We take great pride in providing you with the best products and services in the industry. See how we count **SHIPPING** among the most important **"Structall Differences."** 





#### **Your Order**

When your order has been confirmed, it is sent to the Warehouse, Production, Accounting, and Shipping departments. Our database generates a ship list based on the prescribed ship date of your order.

This redundancy means multiple departments are working in unison to have your order shipped out complete and on time.

From pre-production to packaging, from loading to delivery - our barcode tracking system tells us where each of your panels are.

As the warehouse pulls in-stock items for your order, the Production Department is preparing your Snap-N-Lock<sup>™</sup> Panel products.









## Packaging

Upon arrival in Packaging, your panels are inspected for defects then wrapped in shrink wrap. Foam bumpers are used on both the male and female sides of the panels to prevent accidental denting and scratching. Heavy cardboard endcaps are then installed for added protection against damage and ease of stacking. The endcaps also feature plastic handles to provide a solid grip when carrying.

Shipping labels unique to each individual panel are printed and applied to the end caps. The labels show panel and customer information. This enables us to locate the panels that were made specifically for your project when preparing to load the truck for delivery.



 Industrial wrapping machines and heavy cardboard endcaps protect your panels from damage.





If you order a stock panel, the size you request will be scanned in the warehouse reserving it for your delivery. The system will only allow the correct panels for your order to be scanned.



Foam bumpers are used on both the male and female sides of the panels to prevent accidental denting and scratching.

# Scheduling

While your order is being prepared for loading, our Shipping Assistants will attempt to reach you at least one day before delivery to confirm time, location, job name, and COD amount if applicable. We make this call as soon as possible to allow for possible changes in address or unforeseen delays to your project.

Structall understands that permitting and construction delays may adversely affect when you are able to accept a delivery. We try to be accomodating under these circumstances and can usually reach a compromise on delivery date and/or time.







## Loading

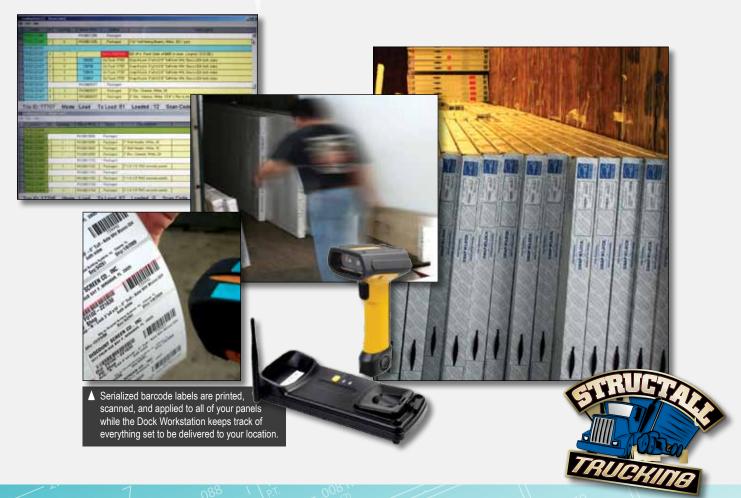
Once your order has been assigned with others in the region, it is added to a shipping manifest. The manifests are taken to the loading dock personnel who will begin the loading process.

The manifest is then scanned into the Dock Workstation where the contents of your order are broken down into individual units. Each unit is assigned a unique serial number and each order is assigned a color code.

Three piece colored tags that correspond to your order are printed with the individualized serial numbers, as well as extrusion and package numbers, then applied to the appropriate units.

As each unit is scanned, the Dock Workstation changes scanned units from "Unloaded" to "Loaded" status as they are loaded onto the truck.

After loading is completed, a Shipping Superviser will compare the shipping manifest to the Dock Workstation before the truck is allowed to leave.







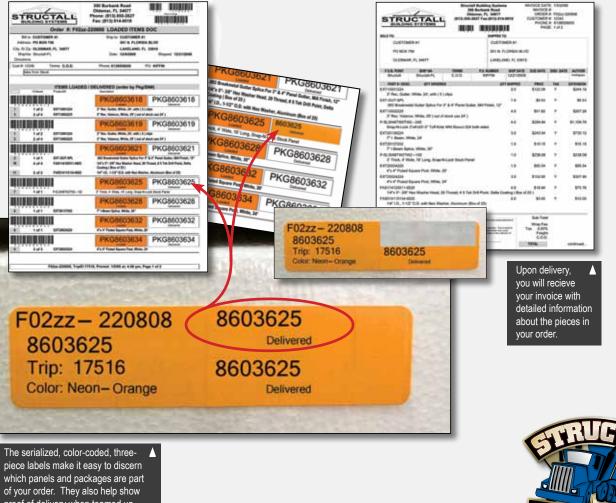
#### Delivery

With the truck loaded with your order, three documents are generated.

1. LOAD DETAILS document: Lists each order and each unit within that order and the serial numbers associated with each unit. As your order is delivered, one part of each of the threepart colored labels is removed from each unit and placed on the LOAD DETAILS document to confirm their delivery.

2. LOAD SUMMARY: Shows a breakdown of the items shipped for your order. 14 of 14 panels or 2 of 2 posts are examples of how they are listed. This allows you to quickly scan over the items to determine if everything is correct.

3. INVOICE: Shows the total invoice amount of your order as well as everything within the order.



proof of delivery when teamed up with the LOAD DETAILS document.







#### **Our Drivers**

Nearly all Structall deliveries are made by Structall drivers driving Structall equipment. This allows us to avoid third-party confusion and errors.

Our drivers are held to a high level of professionalism. They are safe, punctual, and courteous. Structall drivers are there to help you with any questions or concerns you may have. If they are unable to answer a question, they will know who will be able to give you the answer and how to contact them.

Always allow the driver to control the flow of material off the trailer. He must ensure that your order is delivered correctly and completely.





Corporate Headquarters 350 Burbank Road Oldsmar, FL 34677 Sales Desk: 877-314-2509 Information: 800-969-3706 Local: 813-855-2627 Fax: 813-814-0018 Lakeland, FL Service Center 5120 Great Oak Drive Lakeland, FL 33815 Toll Free: 855-431-2642 Local: 863-577-0600 Fax: 863-577-0659 Gulf Coast Service Center 5045 Iberville St., Unit B St. Gabriel, LA 70776 Toll Free: 800-310-1405 Local: 225-673-8776 Fax: 225-677-8133 San Antonio, TX Service Center 3802 Binz Engleman, Ste A105 San Antonio, TX 78219 Toll Free: 800-880-4198 Local: 210-225-7997 Fax: 210-225-7197

