

# UNDERSTANDING FREIGHT SHIPMENTS

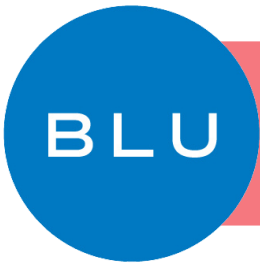


PLEASE FORWARD TO THE  
PERSON WHO WILL RECEIVE  
THE SHIPMENT



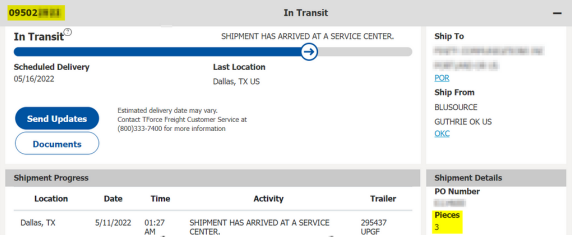

If your shipment is UPS package service:

What to Expect	<ul style="list-style-type: none"> <li>After shipping, you should receive an email from <a href="mailto:freight@blusource.com">freight@blusource.com</a> containing your UPS package tracking number. <ul style="list-style-type: none"> <li>Track the number (i.e. 1Z39W45Wxxxxxxx) on UPS.com to see when it is scheduled to arrive and how many packages are in the shipment</li> </ul> </li> </ul> <p>Your shipment from <b>BLUSOURCE</b> <small>1 of 11 Piece Shipment</small> Estimated delivery <b>Tomorrow, May 10 between 10:00 A.M. - 12:00 P.M.</b> 🕒</p> <ul style="list-style-type: none"> <li>No appointment</li> <li>No signature required – unless using expedited delivery</li> </ul>
Delivery Options	<ul style="list-style-type: none"> <li>UPS Ground – Tracking number will indicate estimated delivery date (not guaranteed). UPS.com indicates that the carrier may deliver anytime between 9am-7pm for residences, and by close of business for commercial addresses.</li> <li>Saturday delivery – Not always available and should not be expected</li> </ul>
At Time of Delivery	<ul style="list-style-type: none"> <li>Ensure total number of packages delivered matches the number of packages in the shipment</li> <li>Check all packages for damage to boxes</li> <li>Look for any packages that may have had boxes replaced in transit (indicating the possibility of damage, then repackaging of products in transit)</li> <li>Check inventory as soon as possible <ul style="list-style-type: none"> <li>Find packing list inside pouch attached to package</li> <li>Check contents of each package to find all products</li> <li>If boxes/products are missing or damaged <ol style="list-style-type: none"> <li>Take pictures of damaged packages/products, including lot numbers and expiration dates, if applicable.</li> <li>Inform your account manager as soon as possible via phone or email, call 800-460-5355, or email <a href="mailto:info@blusource.com">info@blusource.com</a> to report the situation and find a solution.</li> <li>Visit <a href="https://bluschoolsupplies.com/pages/what-is-your-return-policy">https://bluschoolsupplies.com/pages/what-is-your-return-policy</a> to submit a claim.</li> </ol> </li> </ul> </li> </ul>



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If your shipment is on pallets (LTL or Truckload):

<p>What to Expect</p>	<ul style="list-style-type: none"> <li>• After shipping, you should receive an email from <a href="mailto:freight@blusource.com">freight@blusource.com</a> including shipping PRO number.             <ul style="list-style-type: none"> <li>○ Track the PRO number (i.e. 09343xxxx) on TForceFreight.com to see when it is scheduled to arrive and how many pallets are in the shipment</li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>• No appointment – unless requested</li> <li>• No lift gate – unless requested (add'l charge)</li> <li>• No inside delivery – unless requested (add'l charge)</li> <li>• No pallet removal</li> </ul>
<p>At Time of Delivery</p>	<ul style="list-style-type: none"> <li>• Ensure total number of pallets delivered matches the number of pallets on the shipment's bill of lading (BOL) – The delivery driver should have a copy.</li> <li>• Check all pallets for damages             <ul style="list-style-type: none"> <li>○ Is the pallet's shrink wrap secure?</li> <li>○ Are any boxes damaged or missing?</li> </ul> </li> <li>• If all is good, then sign and accept delivery.</li> <li>• If there are any noticeable damages             <ul style="list-style-type: none"> <li>○ Make a note on Delivery Receipt of Bill of Lading before signing receipt (i.e. "Broken seal – shrink wrap is not intact", or "Received damaged.")</li> <li>○ Take pictures of damaged pallets/packages.</li> </ul> </li> <li>• Check inventory as soon as possible             <ul style="list-style-type: none"> <li>○ Find packing list inside envelope attached to pallet</li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>○ Count boxes and check contents</li> <li>○ If products are missing or damaged             <ol style="list-style-type: none"> <li>1. Take pictures of damaged packages/products, including lot numbers and expiration dates, if applicable.</li> <li>2. Inform your account manager as soon as possible via phone or email, call 800-460-5355, or email <a href="mailto:info@blusource.com">info@blusource.com</a> to report the situation and find a solution.</li> <li>3. Visit <a href="https://bluschoolsupplies.com/pages/what-is-your-return-policy">https://bluschoolsupplies.com/pages/what-is-your-return-policy</a> to submit a claim.</li> </ol> </li> </ul>

## Q & A

### Q: What is a lift gate, and why do I need one?

A: A lift gate is a device on some delivery vehicles that lowers pallets from the truck down to street level. Delivery with a lift gate has an additional cost, but it's necessary if your products are on pallets and your delivery location does not have a standard raised loading dock. The pallet(s) will be lowered to street level and left in the parking/loading area for you to break down and move inside box-by-box.

### Q: What is inside delivery?

A: Inside delivery is a service available for an additional fee that employs the delivery driver to help bring the pallet(s) inside your facility. If your delivery needs a lift gate and you need the pallet(s) moved inside your facility, then you'll need inside delivery.

\*\*\*NOTE: Inside delivery requires 44" or wider doorways/walkways/ramps and a smooth surface such as concrete from the truck to the inside location. Freight elevators are required to reach upper floors.\*\*\*

### Q: What is white glove service?

A: White glove is a specialty service available for an additional fee that employs the delivery driver to help bring the pallet(s) inside if your facility's specifications do not meet the requirements for inside delivery. A special custom freight quote is required for this service.

### Q: Do I have a standard raised loading dock?

A:

