

## ***Delivery Process***

- A. Driver iphones are preloaded with addresses of delivery and routing information in the Route4Me app, which ports into the Waze app for live-feed driving
- B. Orders are pre-loaded into vans either the night before or the morning of
- C. Driver is given the Original Shipper, a Duplicate Shipper and a Proof of Delivery sheet for each delivery made
- D. If specified, the driver can call the customer when they are 5 minutes out to give them a heads up
- E. Upon each delivery, the **MUST:**
  - i. Unload product into the garage or other job superintendent specified location INSIDE the home where it can be locked up
    - Product must NEVER be left outside the home, the liability will be on Metro if the product is lost/stolen/damaged
  - ii. Stack all product by like type i.e. all KH8110NI's together etc.
    - All METRO delivery labels should be fixed next to the manufacturer's labels and front-faced
    - All METRO labels should have a red mark signifying that a 3<sup>rd</sup> and final check was done on order
  - iii. Utilize the Proof of Delivery sheet to manually count each and EVERY piece of product being delivered
  - iv. Verify all item numbers and finishes are correct
    - Matching the manufacturer's label, the METRO delivery label and the Proof of Delivery
  - v. If there are any items which are incorrect, missing, extra etc. the driver MUST:
    - Note it on the Proof of Delivery and the Duplicate Shipper
    - Contact Jason or Chris to make sure the information is passed on immediately
    - Contact the job superintendent to inform him of the error and how it will be corrected
  - vi. If all items are correct, they should be checked off on the Proof of Delivery sheet
- F. Driver will then photograph every piece of product delivered
  - i. If there are multiple connectors for under-cabinet lighting, empty the box onto the floor and arrange them so all pieces can be counted and verified via photos
  - ii. Bulbs and all other small items should be done in the same manner
- G. The driver should then attempt to collect a physical signature from an electrician or job superintendent on site on the Proof of Delivery and the Original Shipper
  - i. If there is no one there to sign, the job superintendent must be called
  - ii. If the job super does not answer, a voicemail MUST be left informing him that the product has be delivered, where it was delivered to, and a contact number to be reached if he has any questions for the driver.

- H. The driver will then complete the bottom of the Proof of Delivery sheet stating:
  - i. The date/time delivered
  - ii. Location delivered
  - iii. Delivered by
  - iv. Spoke to
  - v. Left message for
  - vi. A signature from the customer
  
- I. A Duplicate Shipper should be left with the product for the electrician
  - i. Certain contractors may request houses not be 'shipped' until sent out complete, in this instance a pick ticket is left with product (i.e. Innsbrook)
  
- J. The Original Shipper and the Proof of Delivery, both signed by the driver and the electrician (if possible) are both brought back to be sent for billing