



Packaging Information

Recommendations to Customers - Receiving

Purpose:

To provide guidance to Performance Pipe customers regarding the recommended receiving process including what to do if damaged product is received.

Scope:

All pipe and fitting shipments.

Responsibility:

The Performance Pipe Territory Sales Managers for each market segment.

Procedure:

1. The receiving person should ask for a copy of the Bill of Lading if the driver does not initially provide one.
2. Use the Bill of Lading to verify the quantities and product specifics being delivered that compromise the load.
3. Visually inspect the product for damage prior to unloading the truck. Note the condition of the product on the bill of lading.

Note: The receiver should realize that signing a Bill of Lading without noting any exceptions to the quantities, product specifics or the condition of the product will be interpreted by the carrier that the product was delivered complete and without damage.

4. If damage is noted, the customer is instructed to be as detailed as possible in regards to noting the type of damage and damaged quantity. It is also beneficial to take a picture of the damaged product prior to unloading the truck (digital pictures allow for quick e-mailing). It is also preferred that some pictures be taken of the damaged product before the load has the tarps, straps, or tie downs removed if it is or can be perceived that such items may have contributed to the damage. If it is not possible to take pictures of the damaged product, then note on the bill of lading the extent of the damage relative to the exterior faces of the trailer as well as in relation to any straps, tarps, tie downs, etc. The receiving person should be the entity that documents the damage on the Bill of Lading versus the truck driver to ensure the receiver's perspective is documented. The driver's copy of the Bill of Lading should also note the same wording regarding the damage to the product.

5. The receiver should proceed with unloading the product after noting any exceptions on the Bill of Lading, taking pictures if applicable, and signing the Bill of Lading. Unloading instructions are to be provided by the driver along with the Bill of Lading on each pipe shipment. If the driver has misplaced the Unloading Instructions, please contact the Performance Pipe Transportation Department at (800) 527-0662 to get the appropriate unloading instructions.
6. If damage was noted on the Bill of Lading, additional close up pictures should be taken of the damaged areas after the product is unloaded to support root cause investigation of the damage.
7. If any exceptions or damage is noted on the Bill of Lading, the customer's Purchasing Representative should notify the Performance Pipe Customer Service Representative and Territory Sales Manager promptly (within 48 hours). Upon notification, Performance Pipe will begin the investigation process and provide further instructions for handling the issue.
8. Product should not be returned to the shipping plant without an RGA (Returns Good Authorization) issued by the Performance Pipe Customer Service Representative. If an RGA is issued, the customer should contact Performance Pipe for the determination of carrier and timing of the return shipment.
9. If for any reason the load is perceived to be unsafe to unload (ex. shifted load), the receiver should not attempt to unload the product or even allow the truck driver to loosen straps, remove tarps, etc. Instead unloading personnel should immediately contact their Performance Pipe Customer Service Representative and Territory Sales Manager. Performance Pipe will work with the receiver, driver, purchaser, and other applicable party's to determine safe and proper disposition of the load. If the load is safe for further transport, Performance Pipe will have the load returned to the originating or closest plant for reloading. If the load is unsafe for further transport, Performance Pipe will work with the applicable parties to arrange for safe unloading with proper unloading equipment for the specific situation.

Example - Receiving Checklist

Before Unloading

- Did the driver provide Bill of Lading (BOL)?
- Did the BOL match the delivered product?
- Did the BOL match the purchase order?
- Did the pipe print line or fittings label match the product ordered?
 - Is the pipe dimension ratio (DR) correct?
 - Is the tubing minimum wall thickness correct?
 - Is the pipe / tubing outside diameter (OD) correct?
- Was the product inspected for damage?
- Was the product damaged?
 - Yes No
- Were photographs of the damaged product taken before unloading?
- Does damage exceed 10% of the wall thickness?
 - Yes No

If damage is greater than 10% of the wall thickness, the product should not be used.
(Product may need to be unloaded for safe inspection)

- Was the BOL noted with any of the above exceptions?
- Product should be unloaded unless it is thought to be unsafe to unload.
- Were the Performance Pipe Customer Service Representative and Territory Manager notified within 48 hours of any problems or exceptions as noted above?