

Tullock Transport — Receiving Operating Procedures

Hours: Monday–Friday, 8:00 AM – 4:00 PM

Overview

The receiving process ensures:

- All incoming shipments are inspected, photographed, and stored correctly.
- Damage is identified early, while claims and refusals are still possible.
- Showrooms and designers can see what arrived — with condition photos — through their portal.
- Inventory stays organized and findable for delivery day.

Everything about a shipment lives on its receiver in the warehouse app. One order number = one receiver, even when several orders share a BOL. If it isn't in the app, it didn't happen.

Step 1 — Prepare for Receiving

- Greet the driver as soon as they arrive. Friendly, professional, direct.
- Assign the driver to the correct dock.
- Check that the receiving area is clear of other shipments to prevent mix-ups and damage.
- Open the dock door only after confirming the driver is in position.
- Place the dock plate securely between the truck and dock.
- Photograph the inside of the freight truck before unloading.

Step 2 — Get the Paperwork (BOL)

- Ask for the Bill of Lading before unloading.
- Verify the shipment against the BOL: item counts and descriptions.
- Note any discrepancy before unloading starts.
- Keep the BOL with you for inspection notes.

Step 3 — Unload & Inspect Cartons

- No visible damage: unload, inspect, photograph, and sign the driver's BOL after confirming integrity.
- Keep every order separate.
- Chandeliers: do NOT open chandelier cartons unless the designer or showroom specifically requests it — opening can damage internal crystal. A signed Chandelier Opening Liability Waiver is required first.

If there IS visible damage:

- Stop unloading that carton.
- Photograph the carton unopened.
- Open carefully; take two photos from opposite corners plus close-ups of the damage.
- Note the damage on the BOL in detail.
- Refuse the delivery if carrier damage affects usability — refusals protect us and the client.

Step 4 — Photograph Everything

- Photograph each unopened carton first (this is photo 0 for the item).
- Open, inspect, and take two photos from opposite corners.
- Close-ups of any scratch, dent, or mark.
- Keep the shipping label with the product.

Step 5 — Log the Receiver in the Warehouse App

- Create (or open) the receiver for this order number — one receiver per order number, no exceptions.
- Enter every item with its description and condition notes.
- Attach the photos to the receiver's items as you go — unopened carton first, then corners and close-ups.
- Photograph the BOL and attach it to the receiver.

The app replaces the paper Receiving Report, the TrueNAS photo folders, and the Google Drive uploads — the receiver record IS the report.

Step 6 — Storage & Labeling

- Place items in their assigned storage location.
- Record the exact location on the receiver in the app.
- Label each carton with its receiver number.
- Cover items with original packaging or moving blankets.

Step 7 — Notify the Client

- The designer or showroom sees the received items and condition photos in their portal once the receiver is complete.
- Send the arrival notification with the receiver number as the subject; flag any damage or shortages explicitly.

Step 8 — End-of-Day Check

- Manager on duty confirms every receiver logged today is complete in the app: items, photos, locations, and notes.
- Confirm damage cases have photos, BOL notes, and client notification.
- Receiving charges flow to billing from the completed receiver — verify nothing is left as a draft.

Key Training Notes

- Handle with extreme care — cartons with no visible damage can still hold fragile items.
- Every order number gets its own receiver number — no exceptions.
- Documentation is everything: if it isn't photographed and in the app, it didn't happen.
- Refusals protect us: always refuse clearly damaged shipments caused by the carrier.