

Colorado School of Mines Facilities Management (FM)
Standard Operating Procedures for accepting and delivering large freight

When a department is unable to accept large freight at their location, it is delivered to Distribution Services (DS) at 1301 19th St. DS does have a forklift but does not have a loading dock. They are able to store most large freight indoors, but space is limited so it needs to go to its final destination as soon as possible.

1. **Checking for visible damage to carton, pallet, or shipping container.** If visible damage is seen it is documented with a photo and the driver is asked to notate on the Bill of Lading (BOL). Before off-loading, any special instructions (fragile, do not stack, etc.) are noted and followed. The Mines contact who ordered the item is emailed and asked to come to DS to inspect the package. *DS does not open any deliveries to inspect the contents. Our policy is to sign for the delivery regardless of visible damage. This does not forfeit the rights of the recipient to have items returned or replaced.*
2. **Routing the freight.** The person or department that placed the order is notified immediately by email that the item has arrived. Included in the email is a scanned copy of the BOL. They are asked to place a work order with FM Events/Moves to arrange for pick-up and delivery.
3. **Releasing the freight.** When FM Events/Moves arrives at DS to pick up the item(s), they are given the BOL and packing list to give to the recipient. Any visible damage is also communicated to the movers.
4. **Some other various details.** Sometimes freight arrives with a lack of documentation. In these cases DS calls the vendor to determine who the delivery is for. If the Mines recipient does not arrange for delivery after being notified, it will sit in the warehouse until arrangements are made. *It should be noted that if there is damaged and/or missing items that aren't documented and reported within five days, the recipient may lose any recourse from the carrier or vendor. DS does not accept any responsibility in these instances.*
5. **Pick-up and delivery (the Event and Move team)**
 - Receive work order through Famis
 - Bring work order to DS
 - DS instructs us on which items to deliver
 - Items are inspected for damage, if found reported to DS
 - Sign that we have received the items from DS
 - Attach BOL and any paperwork to items
 - Any special instructions on the shipping container (fragile, do not stack, etc.) are noted and followed
 - Follow instructions on work order for specifics of where and when items are to be delivered
 - Deliver items to specified location
 - Send confirmation of delivered items through Famis. More often than not the delivery is made and no one is present to accept it.