STANDARD OPERATING PROCEDURE FOR RECEIVING PACKAGES AND FREIGHT AT THE LOADING DOCK

As a consequence of the DEP Laboratories' participation in the Environmental Response Laboratory Network, the FDEP Mail Center relocated to the Bob Martinez Center (BMC). This modification resulted in a new site for most package deliveries, but some deliveries continue to be directed to the current FDEP Loading Dock at Building C. To accommodate this change in Mail Center location, the Bureau of Laboratories (B/Labs) assumed responsibility for receiving freight deliveries to the loading dock and notifying Mail Center staff of their arrival. This document is intended to define the responsibilities of the B/Labs staff as they relate to freight deliveries to the FDEP loading dock.

A B/Labs staff member will be available during normal working hours (8:00 am to 5:00 pm) to receive freight deliveries. Usually, someone from the Receiving Room (C201), located adjacent to the loading dock, will be on hand when freight is delivered. If not, the intercom mounted outside the door to C201 can be used by the driver to call a B/Labs staff member according to the instructions posted next to the phone.

1.0 LOCATION FOR DELIVERIES

Delivery of packages will be directed between the two locations as follows:

- Coolers containing samples sent to the laboratory for analysis and large boxes of laboratory supplies will continue to be delivered to the loading dock.
- Items shipped as freight (delivered by freight hauling companies) will continue to be delivered to the loading dock.
- Mixed FedEx or UPS deliveries with small packages and oversized containers will be received at the loading dock.
- FedEx and UPS Ground and Express deliveries with smaller packages and/or envelopes will be directed to the south end of the BMC for delivery to the Mail Center. If the Mail Center staff is not available, the driver will be directed to return to the Mail Center at a later time.

2.0 PROCEDURE FOR RECEIVING FREIGHT

2.1 Examine the Bill of Lading.

Before the driver unloads the containers check the bill of lading to see if "Inside Delivery" is noted. If so, call the recipient listed on the bill of lading. If there is no recipient listed or the recipient is not available, direct the driver to the

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Bob Martinez Center front entrance. **Never sign a bill of lading if "Inside Delivery" is noted**.

2.2 Count the Containers Received.

For containers that can be delivered to the loading dock, have the driver unload the items. Once the packages have been unloaded by the delivery driver, count them to make sure the number received matches the number listed on the bill of lading. **This step is very important**, as the Department will be billed based on the number of containers listed on the bill of lading regardless of how many are actually received.

2.2.1 If the number of packages identified on the bill of lading does not match the number received, document the actual number on both copies of the bill of lading and initial the change. Example: "Only 4 containers received."

2.2.2 If the bill of lading does not list the number of packages, write the number counted on both copies of the bill of lading (DEP copy and the driver's copy).

2.3 Check the Condition of the Containers.

Using reasonable judgment, check the containers for damage. If some or all of the containers are damaged (dented, crushed, wet etc.), document it on the bill of lading and initial the comment. Example: "2 of the 4 containers were received damaged (wet)."

2.4 Sign the Bill of Lading.

Sign and date the bill of lading in the appropriate area, and affix it to the package/item.

3.0 PROCEDURE FOR RECEIVING OVERSIZED ITEMS via UPS AND FEDEX

3.1 After the containers have been removed from the truck, count all items. If the number on the driver's scanner does not match the number received, ask the driver to correct the number.

3.2 Check the packages for damage. If damage to any package appears sufficient to affect its contents, do not accept it and request that the driver remove the item from the scanner count.

3.3 Sign the electronic scanner.

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4.0 NOTIFYING THE MAIL CENTER STAFF OF DELIVERIES

Notify the Mail Center Staff of the Delivery ASAP

4.1 For Deliveries with a Bill of Lading (from a freight hauler)

4.1.1 Create an e-mail to send to the Mail Center staff, **BMC_MailCenter@dep.state.fl.us**, copying the Receiving Room manager. Use "Merchandise Received" as the subject and enter a message stating where the container(s) are located (e.g. loading dock or C201). Specify the total number of packages received and identify both the intended recipient (name or relevant MS#) and the number of packages that arrived for them, send the message.

4.1.2 Move the e-mail from the Outlook "Sent" folder to an Outlook folder created for storing the email documentation of the delivery notification. The e-mail is the official documentation.

4.1.3 Tape the bill of lading to the outside of the container and return the packing list to the pouch attached to the package.

4.2 For FedEx or UPS Ground deliveries of Oversized Items (requiring the use of the loading dock to unload)

4.2.1 As soon as the items are signed for, e-mail the BMC Mail Center, **BMC_MailCenter@dep.state.fl.us**, with the following information:

- In the e-mail subject line: Name of Shipper (UPS or FedEX)
- Number of items
- Name of recipient(s)

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