

Receiving Your Shipment

Your ProFillment order has arrived! To ensure you received all of your merchandise and it is in good condition please follow these steps:

1. Shipments arrive via Truck Line or Fed Ex / UPS Ground.

- a. Make sure you received all your boxes.
 - i. For shipments arriving on a pallet or skid, the truck driver will hand you a delivery receipt, in the body of the delivery receipt is the number of packages on the skid. Make sure the number of pieces on the skid matches with the number of pieces on the delivery receipt.
 - ii. **Note any shortages to the order with the driver.** Make sure the Truck driver calls in the shortage or the Fed Ex / UPS drivers note the shortage before you sign anything.
- b. Make sure the boxes are in good condition.
 - i. **Examine the boxes.** Note any damage to the boxes.
 1. Make the notations on the delivery receipt.
 2. Examples: crushed corners, holes, or open carton.

2. Missing or Backordered Items

- a. Please make sure all merchandise is checked in against the packing slip the day it arrives.
- b. Please ensure all boxes are opened and all merchandise shipped is accounted for.
 - i. ProFillment ships several items in one box to save you money. The boxes are marked with "Mixed Merchandise Enclosed" tape. Be sure to open these boxes and check all contents.
- c. Backordered items will have a "0" in the quantity shipped column. The items are out of stock and will be shipped as soon as ProFillment receives the merchandise.

3. What to do in the event of damaged or missing boxes.

- a. Notify ProFillment immediately of any damaged or missing cartons.
 - i. Call 866-899-5517 and we will help.

