

Delivery Tips



Order Shipped

- Tracking details will be emailed.
- The freight carrier will call you to make delivery appointment. Please let the carrier representative who calls to schedule the appointment know of anything that may hinder a semi trailer from getting to the delivery address.
- Line-up school and volunteers.
- If you are unable to be at the school on the day of delivery, make arrangements with your secretary/custodian. Someone needs to be there to make sure the school is open and can sign for the delivery.

Order Arrives

- Driver will bring inside the first door (providing there are no stairs).
- Do you see any damaged cases? Accept them but note any visible damage on the bill of lading before signing for the shipment.
- Locate the Sponsor Pack (white box with bright neon stickers).
- Review this information BEFORE you start to unpacking the boxes.

Prior to Distribution

- Have a team of volunteers to assist you.
- Optional items: If you offered optional items for your students, make sure that you have a list of who bought them to ensure that they go to the correct student.
- Unpack all the shipping cases and sort by grade level.
- Verify the quantity of School Tool Boxes™ for each grade level is correct before you start passing out boxes. Verify the numbers against the copy of your Master Order Form in your Sponsor Pack.
- Consignment boxes: If ordered separate them from the preordered boxes. Some schools put a sticky note on them with the price on it.
- Backpacks: Will be packaged in a plastic bag with the student's name and grade on the bag.
- Bulk Items: Paper towels, Kleenex, wipes, etc will be in large shipping cases labeled by grade. They can be delivered to specific classrooms. There will be a note placed in each individual School Tool Box™ letting parents know these items were placed in the classrooms.

Damage/Shortage: Check the contents of any damaged boxes. The majority of the time, the damage is done to the box only and the contents are fine. Make a list of damaged or missing items. Once you have your list, please call your Sales Representative or your Customer Relations Coordinator and they will be happy to ship replacements out right away.