

Shipping and Receiving

1. Responsibilities

- Warehouse Tech (Tech)
 - Always maintain safety protocols during loading and unloading
 - Inspect incoming and outgoing deliveries for signs of damage.
 - Compare incoming and outgoing deliveries with shipping documents.
 - Photograph and document all deliveries and communicate to necessary channels.
 - Report all delivery incidents to managers. [See #4 Incident Response](#).

2. Shipping (outgoing deliveries)

1. Outgoing shipments are prepared by the Warehouse and Procurement Manager (WPM).
2. Tech confirms delivery package contents match shipping documents.
 - a. Shipping documents may include a packing list and/or a bill of lading (BOL).
3. Tech provides delivery drivers with prepared packages.
4. Tech provides delivery drivers with shipping documents.
5. Tech and driver will dual-sign two copies of the shipping documents.
 - a. One copy for the driver
 - b. One copy as a receipt for Solar Gain.

3. Receiving (incoming deliveries)

1. Tech will request shipping documents from the driver upon arrival.
2. Delivery is unloaded.
3. Tech will confirm the contents of the shipment.
 - a. Confirm the delivery is for Solar Gain.
 - b. Confirm the delivered items and expected quantities match the shipping documents.
 - c. Confirm there is no sign of damage to content being received.
4. Upon receiving designated purchases, the WPM will update the team in WhatsApp.
 - a. Designated purchases
 - i. Modules
 - ii. Inverters/monitoring
 - iii. Racking
 - iv. DG equipment
 - b. Appropriate WhatsApp threads
 - i. AZ Special Deliveries
 - ii. CA Special Deliveries

- c. Update contents will include:
 - i. Summary of delivery details
 - ii. Inventoried packing list
 - iii. Photographs

4. Incident Response

What is an incident?

Damaged goods, personnel accidents, and the delivery not matching the shipping documents are all considered an incident.

Begin incident response the moment an incident is noticed or identified.

1. Receiving Incident Response
 1. STOP the unloading process to prevent additional damage and issues.
 2. Contact a manager immediately for them to determine the next steps.
 - a. AZ warehouse: Contact the WPM.
 - b. CA warehouse: Contact the Project Manager and WPM.
 - c. Field: Contact the Site Foreman, Project Manager, and WPM.
 3. The Tech will photograph the incident.
 - a. Damaged goods
 - b. Location of drop-off
 - c. Other items of incident
 4. The Tech will note on driver copy of shipping documents the issue.
 - a. The Tech will indicate that there is a problem and what that problem is.
 5. Once the incident has been photographed, reported, and documented, the Tech will move damaged items to the side.
 6. The Tech will finish unloading the delivery.
 7. The WPM will respond to the incident.
 - a. Immediately when available.
 - b. Within 48 business hours when not immediately available to respond.
2. Outgoing Incident Response
 1. STOP the loading process to prevent any more damage or issues.
 2. Contact a manager immediately for them to determine the next steps.
 - c. Warehouse: Contact the WPM.
 - d. Field: Contact the site lead, the Project Manager, and the WPM
 3. Outgoing packages with issues will be held until the issue is resolved.
 4. The warehouse manager will respond to the incident.
 - a. Immediately when available.
 - b. Within 48 business hours when not immediately available to respond.