

HAWORTH

Delivery Review
Architectural Wall Products
August 2020

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Walls Delivery Review

This module will describe Haworth's Best Practices for all Wall Deliveries. It will describe:

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- Delivery Paperwork page 4-5
 - ◆ Shipment Information / Bill of Lading
 - ◆ Circle Sheet
 - ◆ Packing List
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Registering Product for Storage

We will no longer require that Haworth be notified of these instances in advance but will request that you advise us of unexpected storage requirements within 20 days of product delivery. The Maximum storage period allowed will be capped at 6 months.

- No storage related exceptions will be allowed for “missing cartons” or “transportation damage”.
- The maximum storage duration is 6 months from receipt of delivery. After 6 months Haworth will not be responsible for concealed damage, missing items within a carton and wrong or incorrect product within a carton.

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Delivery Paperwork

For all FULL truckloads and multiStops a paperwork package will be given to the driver and will be presented to the receiving team at the job site or warehouse

For all Less Than Full (LTL) or Parcel shipments will be adhered to one box on the order in a orange protective sleeve.

Both types of packages will have the same contents that include:

- Bill of Lading
- Circle Sheet
- Packing List

Bill of Lading

BILL OF LADING			
HAWORTH		BILL OF LADING	
Ship Date (YYYY-MM-DD) : 2011-07-14 12:00 PM		Page 1 of 3	
SHIP FROM Haworth Incorporated Panels Manufacturing 1 Haworth Center Holland MI 49423		Bill of Lading: 80010388 Bill of Lading: 80010388 	
SHIP TO		Carrier Name: Holland Special Delivery Trailer Number: 531581 Seal Number(s):	
SEND FREIGHT BILL TO Franklin Traffic Service Inc 5251 Shawnee Rd Sanborn NY 14132		SCAC: HOSD Pro Number: Intermediate consignee/Freight Forwarder	
Special Instructions:		Section 7 - Freight Payment Terms: PPD Prepaid	
Receiving Contacts:		<input type="checkbox"/> Master Bill of Lading <input type="checkbox"/> Consolidated Bills of Lading <input checked="" type="checkbox"/> Single Bill of Lading	
CUSTOMER ORDER INFORMATION			
Customer Order	#Cartons	Weight/lbs	Shipping Notes
200003039	124	14241.14	

SOLD TO
SHIP TO
CUSTOMER
ORDER NUMBER
SPECIAL
INSTRUCITONS
GENERAL
DESCRIPTION
CARTON COUNT
CARRIER INFO
TRAILER
NUMBER

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Circle Sheet

CIRCLE SHEET FOR WALLS

126

Delivery	VLI	Cartons									
80010388	LEBY	124									
0004	0007	0008	0010	0011	0012	0013	0014	0015	0018	0017	
0018	0019	0020	0021	0022	0023	0024	0025	0026	0027	0028	
0029	0030	0031	0032	0033	0034	0035	0036	0037	0038	0039	
0040	0041	0042	0043	0044	0045	0046	0047	0048	0049	0050	
0053	0054	0055	0056	0057	0058	0059	0060	0061	0062	0063	
0064	0065	0066	0067	0068	0069	0070	0071	0072	0073	0074	
0075	0076	0077	0078	0079	0080	0081	0082	0083	0084	0085	
0086	0087	0088	0089	0090	0091	0092	0093	0094	0095	0096	
0097	0098	0099	0100	0101	0102	0103	0104	0105	0106	0107	
0108	0109	0110	0111	0112	0113	0114	0115	0116	0117	0118	
0119	0120	0121	0122	0123	0124	0125	0126	0127	0128	0129	
0130	0131	0132									
80010486		L3V									2
0057		0058									

WHEN UNLOADING A TRUCK THE CIRCLE SHEET IS CRITICAL TO ENSURE ALL CARTONS HAVE BEEN DELIVERED

CIRCLE or HIGHLIGHT ON SHEET EACH CARTON AS IT MOVES OFF THE TRUCK

IF A CARTON IS MISSING DOUBLE CHECK THE AREA AND THEN CONTACT THE HAWORTH WALLS CORRECTIONS WITHIN 10DAYS

Packing List

Ship to	ID	Bill of Lading	Ship Date (YYYY-MM-DD)
		80010388	2011-07-14
		Order Number	Delivery Group
		200003039	001
		Dealer Project Number	Haworth Project Number
		66875	200003039

Line	VLI	Item	PO Line	Sale Order Quantity	Actual Delivery Qty	Qty Not Shipped
40/400		0Y2005YWX000000 LSE BASE TRIMS		34	34	0
Tag1: 6687A Tag2: PNC PETERS TOWNSHIP 6687 Tag3: PNC PETERS TWP						
40/401	LEBY	0Y2005D3RXC3161 TRIM BASE ALUM WALL START		34	34	0
Carton Number: 0025						
50/500		0Y2006SP8000000 LSE BASE TRIMS		34	34	0
Tag1: 6687A Tag2: Tag3:						
50/501	LEBY	0Y2005D3RXC3161 TRIM BASE ALUM WALL START		34	34	0
Carton Number: 0029						
60/600				19	0	19

- INCLUDES ORDER NUMBER
- DESCRIPTION OF PART
- PRODUCT NUMBER OF PART
- PRODUCT COLOR
- QTY ORDERED, DELIVERED AND NOT SHIPPED
- CARTON NUMBER
- OUTBOUND DELIVERY NUMBER

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Time Fence- Claims and Deficiencies

Submitting a Claim or Deficiency

Instance or Occurrence	Deficiency must be reported within 15 business days of product delivery and include the following:	Deficiency must be reported within 40 business days of product delivery and include the following:
Missing Cartons	Circle Sheet indicating the missing cartons	
Transportation Damage	Pictures of the damaged products, cartons and labels, Signed BOL	
Late Shipments/Deliveries with confirmed appointments	Signed BOL, time sheets and late truck form Haworth will not be responsible for shipments refused	
Concealed Damage		Pictures of the damaged product and product label
Missing within a Carton		Pictures of the CALM/CSI or product label
		Pictures of the product and CALM label or Product label

Use the Remedy Force system to submit a claim or deficiency

- If you do not have access to Remedy Force system please work with your Haworth Field Project Manager or your Regional Serviced Manager.
- When submitting a Remedy Force ticket and contacting the Corrections Team you must supply the following information/documentation
 - Original Order Number
 - Outbound Delivery #
 - Line Number within Order
 - Photo of Panel ID (if applicable)
 - Photo of Manufacturing Part #
 - Carton # from Circle Sheet
 - Photo of Component Label
 - Photo describing Quality issue

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Customer Service Information (CSI) / CALM Label

Carton # 7004

Sales order and line 200940129 LINE 401

SHIP TO Price Modern
1101 Desoto Rd
BALTIMORE MD 21223
USA

DEALER: Price Modern of Baltimore
SOLD TO: Price Modern of Baltimore
INSTALL AT: John Hopkins Healthcare
REF PO: JHHC NOC
PROJ ID:

MOPD: Item: 0
BULK PACK ELIGIBLE
DDT 2019-02-19 22:59 EST

QTY: 1 EA

Material # 123-0788
FG Material # 82924271

ITEM: VZCE-3400-H-TR-PLS
Compose Panel: Tam,Emp,Cf,Str,36in,H,Std

COVER: EOR, COMPOSE STEEL, PKG

ASSEMB IN USA

Barcode: 0017 0000 0000 1697 6472

Stack # 7004

Stack # 859

Barcode: 0017 0000 0000 1697 6472

Product with composite wood is compliant with CARB 2 & EPA TSCA Title VI formaldehyde limits

Mixed Content Label

Carton # 7001

Sales order line 227655653

SHIP TO Groupe Lacasse
222 Merchandise Mart Plaza
CHICAGO IL 60654
USA

DEALE Groupe Lacasse
SOLD Groupe Lacasse
INSTALL
REF PO: PO163814-R1
PROJ ID: DESC SC

PACKAGED
DDT: 2017-08-22 03:59 EST

Indicates Mixed Contents (see subsequent labels)

MIXED CONTENT CARTON

Barcode: 0017 0000 0000 1143 3643

Stack # 7001

Stack # 319

Product with composite wood is compliant with CARB 2 & EPA TSCA Title VI formaldehyde limits

Mixed Content Listing of Parts in Box Label

Carton # 7001

ITEM: U115-1266
Chair, Adjustable Arm, UC Affinity, (will show 1 side of chair), Sec
MATERIAL: 113-0945

QTY: 774 EA

ASSEMB IN USA

ORDER LINE NO: 401
PO: 221641-20170626
PO LINE NO:

MOPD: 3710228482
Line: 30
Adaptable

ITEM: VCHA-LEFT
Chair, Adj Height Arm Assy, LH, UC Affinity, Svc
MATERIAL: 113-1033

QTY: 196 EA

MADE IN CHN

ORDER LINE NO: 101
PO: 221641-20170626
PO LINE NO:

MOPD: 3710228482
Line: 40

ITEM: VCHA-RIGHT
Chair, Adj Height Arm Assy, RH, UC Affinity, Svc
MATERIAL: 113-1034

QTY: 10 EA

MADE IN CHN

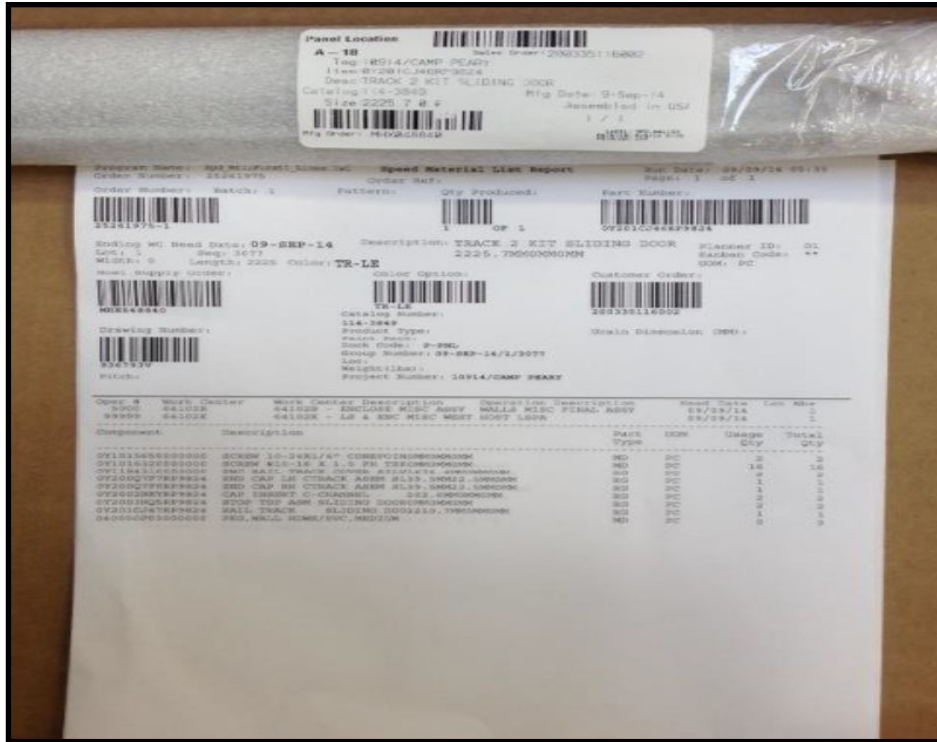
ORDER LINE NO: 401
PO: 221641-20170626
PO LINE NO:

MOPD: 3710228482
Line: 70

Product with composite wood is compliant with CARB 2 & EPA TSCA Title VI formaldehyde limits

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Bill of Material Sheet with Associated Parts Listing



Panel ID Location Label



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Component Label

When submitting a Deficiency regarding Product Replacement please submit a Photo of all component label, this will help Haworth to quickly identify the defective or wrong part and allow for a quicker resolution to the issue.



Lock Component Tagging

When submitting a Deficiency regarding Lock Components (cylinders, thumb-turns, levers, locksets, passage sets, ...) it is critical to attach a photo of the label on the box that the lock part was shipped in. This will greatly assist our supplier in understanding the issue/concern and decreasing Correction processing.

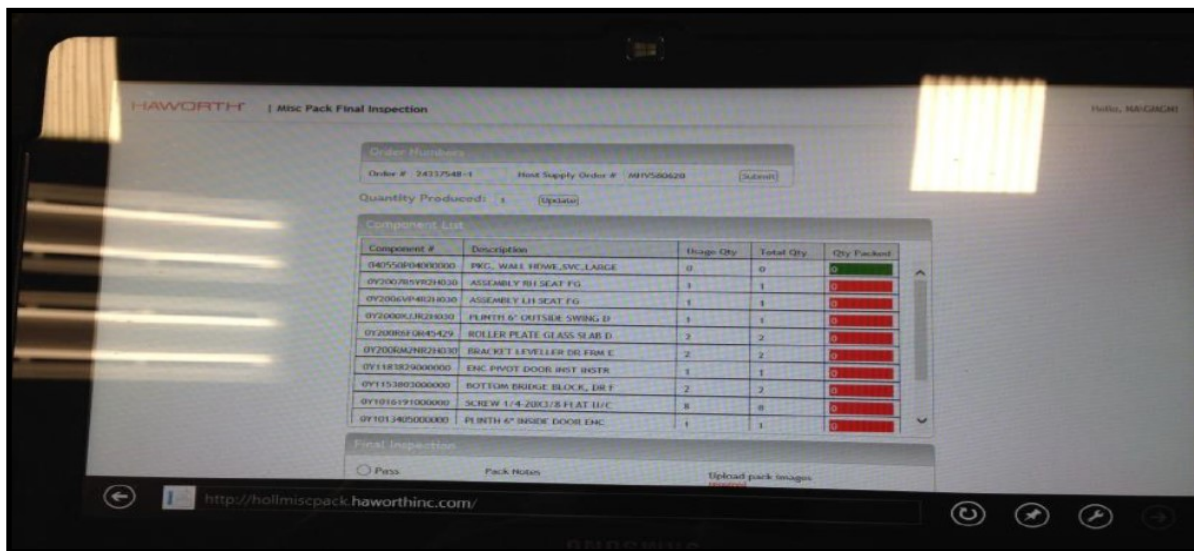


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Hardware Pack Inspection Process

- An Electronic Inspection Process is used for all Hardware Pack Shipments
- Each item in the Bill of Material is verified and the inspection record is kept on file
- Each box shipped will have a photo taken to verify what was packed in the box

If you are missing Hardware in a box it is imperative that Corrections Team is contacted and given a copy of the Bill of Material Sheet (found inside of box).



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Haworth Trailer Loading Guidelines

WALLS STACKABILITY		
	BASE	FLOOR LOAD ONLY Y/N
Class No.	Class Name	
3000	Wood door<5	N
2000	Misc Hardware	N
2000	Ceiling track	N
2000	Connectors	N
2000	Starters	N
1000	Lifespace Glass Walls	Y
1000	Glass Doors	Y
1000	Tiles	Y
1000	Wood door>=5	Y
1000	Enclose Solidwall	Y
1000	Enclose frames	Y
1000	Enclose Glass Wall	Y

There is discussion to only allow floor loading of wood doors. Until decided transportation will continue to allow doors to be loaded above wall pallets on load bars.