



Horticultural Brokers Since 1965

PROCEDURES FOR RECEIVING A FOLIAGE SHIPMENT

UPON ARRIVAL:

- The driver is responsible for getting the freight to the rear of the trailer. The consignee is responsible for unloading. Any assistance you give the driver will speed the process.
- Make certain every box/sleeve you unload is labeled with your company name.
- Arrange the plants so that they are easily counted.
- **COUNT THE NUMBER OF PIECES** (a box is one piece, a sleeved plant is also one piece). The total number of pieces should match the total on the freight manifest. You will have a separate bill of lading from each nursery on your shipment, but these totals will be combined on the manifest.
- Sign the manifest. If there is a discrepancy, note the shortage, or overage, or the damaged boxes, and have the driver sign also. **YOU DO NOT NEED TO KNOW THE SPECIFIC PLANT THAT IS MISSING, ONLY THE NUMBER OF PIECES.**
- Your signature indicates you have received the number of pieces listed. Any shortage reported later will not be honored.
- Have the driver report any discrepancies to his/her home office before leaving.
- If there is a discrepancy, request a claim form from the truck line.

AFTER THE DRIVER LEAVES:

- Check the plants received against your order acknowledgement.
- Immediately report any differences to your Charlie Cook salesperson.
- Water all plants thoroughly, allowing the water to run through the pots. Even if the soil feels damp, watering is necessary to resettle the soil and remove excess fertilizer.