



Workforce Solutions, Inc.

ELIAS WILF – “KEYS TO SUCCESS”

1. **Before departing the warehouse**, check the freight and make sure it is properly secured.
Also, make sure you have:
 - a. Pallet Jack
 - b. ORF Book
 - c. Bills that match your Manifest
2. **Is this delivery a COD or PICK UP CHECK?** If it is, **COD or PICK UP CHECK** you **MUST** get Money before taking product off the truck.
3. **At delivery**, match your bills with the material you are delivering and watch as the material is being unloaded to assure that there is **NO DAMAGE** to any material or the truck in the process. Also, check this against the labels on the material.
4. GET your bill/bills signed! FOR “OKAY TO DROP” ORDERS, sign the bill and note where you left the material, i.e., back door, on the dock, etc. and leave a copy with the material.
5. **Check the condition of the material for damage.** If there are any discrepancies between the bill and the freight, refer to the **ORF (Order Refusal Form)**. This form will tell you who to contact for any situation you may encounter regarding shortages, damages, and refusals. Before you leave Elias Wilf can give instructions on how to fill out this form.
6. **Cell Phone** – Elias Wilf will issue you a phone to keep in contact with you through the day. Please keep it on you and answer it when they call. If you are not issued a cell phone, they need your cell phone number so you can be contacted for any issues.
7. **Call in and check in with dispatch at 10:00 am and 1:00 pm at these numbers:**
 - a. **Sean (800)642-9453 x 8245**
 - b. **Frank (800)642-9453 x 8280**
8. As you go from stop to stop, you must be sur that your freight is secure to keep it from being damaged.
9. **Picking up RA MATERIAL (Return Authorization).** For these pick-ups you’ll have an **ORANGE cover sheet** that describes what needs to be picked up and the condition it must be in. There will also be a label to put on the material if it meets the condition/description. There is also a receipt attached to the cover sheet. **If the material is ready for shipment (wrapped/strapped to a pallet, etc.) and in acceptable condition, the customer signs the white copy of the receipt and gets the back copy.** If you have any problems call “Returns” at **(800)642-9453 x 8211** or in the contacts in the ELIAS WILF issued phone.
10. **Please separate all ORF’s and RA’s (Return Authorizations) from your bills at the end of the day for turn in.**

BE SURE TO GO OVER ALL PAPERWORK AND ASK ANY QUESTIONS BEFORE YOU LEAVE!!



1. ✓ Tickets
2. ✓ Material
3. ✓ Label
4. ✓ Quantity
5. ✓ Condition