



SECURE EQUIPMENT SHIPPING PROCEDURE

STEP 01 - Packaging

- Wrap all shipment boxes in opaque brown paper to conceal any logos or identifying marks.
- Use sturdy and appropriate packing materials to secure the equipment and prevent damage during transit.
- Seal all packages securely with durable packaging tape to ensure they remain intact.

STEP 02 - Preparation and Documentation

- Verify the contents of the shipment and ensure all items listed for shipping are accounted for.
- Record serial numbers, model numbers, and any other identifying details for each item.
- Prepare accurate shipping labels with the following details:

Our organization's full name and address

**Proactive Information Management
5309 Commonwealth Centre Pkwy #403
Midlothian, VA 23112**

- The designated recipient's full name and department (if applicable).
- Ensure no external branding, client logos, or markings are visible on the package.

STEP 03 - Insurance

- Insurance must be purchased for all shipments for a minimum of \$2,000 or the equipment replacement value to cover potential loss or damage during transit.
- Keep a copy of the insurance documentation and policy information for reference.

STEP 04 - Signature Requirement

- Signature is required upon delivery to ensure the package is received by authorized personnel at our organization.

STEP 05 - Shipping Carrier

- Use an authorized and reliable shipping service such as USPS, FedEx, or UPS.
- Track the shipment and maintain the tracking number for reference.

DAMAGED GOODS & INSURANCE CLAIMS

- If the equipment is damaged during transit, immediately notify your shipping carrier to begin the claims process.
- Document the damage by taking clear photographs of the package and its contents.
- Inform our organization's designated contact person (details below) within 24 hours of identifying the damage.
- Retain all original packaging and damaged items for inspection by the carrier or insurance representative.



(804) 897-8347



askus@proactive-info.com



www.proactive-info.com