



Shipping and Receiving Policy

Document Version: 5.0

Shipping / Receiving Policy

1. This document provides policies and guidelines for shipping and receiving customer equipment.

2. Receiving Customer equipment.

- A. Customers are afforded the opportunity to have equipment delivered directly to one of our datacenters. To ensure the security of the customers equipment, 365 Datacenters requires the customer to provide notice of any inbound shipment.
- B. There are 3 ways the customer can notify the site team:
 - Send an email to service@365datacenters.com detailing your request.
 - Visit our Support page at <http://365datacenters.com/customer/>
 - Call our 24/7/365 Customer Support Center (CSC) at **1-866-365-6246** to open a ticket with our Customer Support Center (CSC) staff.
- C. Details of the shipment should include:
 - The expected delivery date of the shipment
 - The tracking number associated with the shipment
 - The total number of pieces in the shipment
 - Approximate size and weight of the total shipment
- D. Shipping and Receiving days / hours
 - a. Monday – Friday
 - b. See appendix A for specific times per site.
- E. All shipments will be inside delivery
- F. Specific delivery instructions for each site will be provided to each customer based on data center. See appendix A.
- G. No storage is available for customer use. Packages will be placed inside the customers cage / cabinet.
 - a. A “Red Tag” will be placed on the package.
 - i. Follow “Red Tag” Operations Bulletin “Combustible Storage Policy”
 - b. Date and Time will be noted on the Tag
 - c. Equipment will be shipped back after 30 days of receipt if other arrangements have not been made.
 - d. Refer to appendix B.

3. Shipping Customer equipment.

- A. The same requirements to ship customer equipment applies in Section 2.
- B. Customer will provide all shipping documentation.
- C. Customer will schedule shipment pickup during normal hours.

Appendix A.

	Boca	Bridgewater	Buffalo	Chicago
Will the supplier provide a photo of the front of the datacenter (helpful for shipping team to locate on a site visit)	Yes	No	Yes	Yes
In case of multi-truck deliveries, are there multiple dock doors available at once?	No	No	Yes, lift gate required	Room for 2 trucks
Are there any local roadway weight restrictions?	No	No	No	No
Is notice of delivery to site required?	Yes	No	Yes	No. but a courtesy ticket is nice
Are date and/or time specific deliveries required?	Mon – Fri between 9am-5pm	Yes	Mon-Fri between 7a-6p	No
Is there a loading dock accessible by tractor 53' trailer?	No	No	Yes, lift gate required	Yes
Is the building / facility accessible by tractor trailer	Yes	Yes	Yes	Yes
Is there a limitation to the size of tractor trailer (height & width requirements)?	Yes	No	No	No
Is special clothing required? (e.g. steel toe shoes, hard hat, safety glasses, etc.?)	No	No	No	No
Does the truck require a lift gate?	Yes	No	Yes	No

Will an elevator be required to move the equipment? If yes, what are the dimensions (height, width, depth)?	Yes 7' x 11' x 8'	No	Yes, 9x10x12	Yes, 7ft x 11ft x 8ft
Will special padding be required inside the elevator?	<u>No</u>	No	No	NO
Identify type of flooring and/or floor covering the equipment will travel over	Steel with Laminate tiles	Concrete slab/Raised tiles	Concrete	Masonite
Will floor covering be required?	Masonite for large weight items	No	No	No. freight elevator opens from the alley
Is there construction currently in process or is the delivery dependent upon construction completion?	No	No	No	No
Does facility have 6' ladders available? If so, how many?	Yes, 1	Yes, 4	Yes, 2	Yes, 3
	Commack	Detroit	Fort Lauderdale	Herndon
Will the supplier provide a photo of the front of the datacenter (helpful for shipping team to locate on a site visit)	Yes	Yes	Yes	Yes
In case of multi-truck deliveries, are there multiple dock doors available at once?	No	No	No	No
Are there any local roadway weight restrictions?	No	No	No	No
Is notice of delivery to site required?	Yes	Requested	Yes	Yes

Are date and/or time specific deliveries required?	YES: M-F 8AM-5PM	Yes	Mon – Fri between 9am-5pm	YES: M-F 8AM-5PM
Is there a loading dock accessible by tractor 53' trailer?	Yes	NO dock but yes	No	No. Only small delivery trucks
Is the building / facility accessible by tractor trailer	Yes	Yes	Yes	Yes
Is there a limitation to the size of tractor trailer (height & width requirements)?	No	No	No	No
Is special clothing required? (e.g. steel toe shoes, hard hat, safety glasses, etc.?)	No	No	No	No
Does the truck require a lift gate?	No	Yes	Yes	Yes
Will an elevator be required to move the equipment? If yes, what are the dimensions (height, width, depth)?	No	N/A	N/A	No
Will special padding be required inside the elevator?	NA	N/A	N/A	N/A
Identify type of flooring and/or floor covering the equipment will travel over	FINISHED EPOXY	Rubber pad, Wood core raised	Steel with Laminate tiles	RUBBER COVERED RAMP WOOD/STEEL TILES
Will floor covering be required?	Yes	Masonite for large weight items	Masonite for large weight items	Yes
Is there construction currently in process or is the delivery dependent upon construction completion?	No	No/No	No	No
Does facility have 6' ladders available? If so, how many?	Yes, 6	Yes, 1	Yes, 1	Yes, 1
	Nashville	NYC	Philadelphia	Tampa
Will the supplier provide a photo of the front of the datacenter (helpful for shipping team to locate on a site visit)	Yes	Yes	Yes	Yes
In case of multi-truck deliveries, are there multiple dock doors available at once?	No	No	No	No
Are there any local roadway weight restrictions?	No	Unknown	No	No
Is notice of delivery to site required?	Yes	Yes	Yes	Yes
Are date and/or time specific deliveries required?	Normal freight elevator access. 8am - 4pm. After hours reservations required.	If after hours, we will need to reserve the freight. Normal Freight	0700-1600 M-F	0800-1800 M-F

		elevator access is available from 8am to 4:00pm		
Is there a loading dock accessible by tractor 53' trailer?	No	No	No	No
Is the building / facility accessible by tractor trailer	Yes	Yes	Yes	Yes
Is there a limitation to the size of tractor trailer (height & width requirements)?	No	n/a	NA	Tight Turns in Tampa usually a straight truck. 53' trailer would be difficult to maneuver at our location.
Is special clothing required? (e.g. steel toe shoes, hard hat, safety glasses, etc.?)	No	No	No	No
Does the truck require a lift gate?	Yes	All deliveries are sidewalk deliveries with liftgate.	Yes	Yes
Will an elevator be required to move the equipment? If yes, what are the dimensions (height, width, depth)?	Yes	Freight elevator doors 5-foot-wide by 6.8 feet High. Elevator is 8 feet deep.	Yes. Door 48" x 84" Interior 66" x 64" x 108"	Doorway height 83.5" Internal Height 120" Depth 60" Doorway Width 43.5" Weight Limit - 4000lbs. Internal Height 120"
Will special padding be required inside the elevator?	No	No	No	No
Identify type of flooring and/or floor covering the equipment will travel over	Masonite	Concrete slab	Carpet and Concrete	Marble 1st floor. Needs covered
Will floor covering be required?	No	No	No	Yes. Masonite only
Is there construction currently in process or is the delivery dependent upon construction completion?	No	No	No	No
Does facility have 6' ladders available? If so, how many?	Yes, 1	Yes, 1	Yes, 3	Yes, 1

Appendix B

SUBJECT: Combustible Storage Policy

Effective Date: 1 Sep 2013

Termination Date: Until superseded

Affected Locations / Functional Areas: Site Operations, Sales

DETAIL:

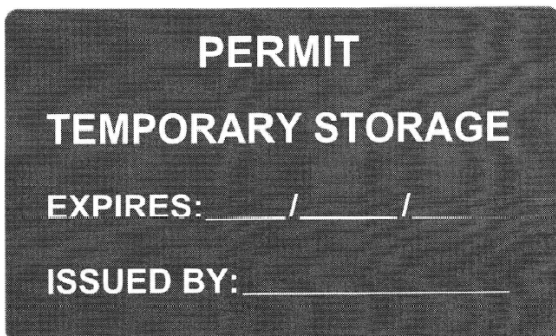
This document establishes a policy for Combustible Material Storage at all 365 Datacenters.

Definitions:

Combustible Materials: Primarily deals with cardboard packaging used in the shipping or storage of customer equipment.

Temporary Storage Permit: A large red sticker which indicates the date the offending item was discovered. Expires after 30 days.

SM: Site Manager



- Site receives package and affixes Temporary Storage Permit and places in customer space.
- Storage Permits are to be marked with the current date and expire after 30 days.
- Site inspects all customer spaces each day during site walkthrough and checks for un-tagged boxes or expired Permits.
- If a permit is found to be past its 30-day initial date, action is required by the SM.
- Site Manager shall email the customer and CC the appropriate Sales representative. Inform the customer of the 365 Datacenters policy and request they clean their space or decide for site personnel to do so.
- SM monitors the situation. If unresolved after 2 weeks, a new email is sent. Cycle continues until resolution.
- Upon cleanup the SM shall make final contact with the customer informing them that the situation is resolved and CC Sales.