

# mHUB Dock Policy and Best Practices

mHUB wants to ensure safe and efficient use of the loading dock area, facilitate smooth operations, and reduce the risk of accidents or delays. All members must adhere to the guidelines to maintain a safe working environment for all parties involved.

The two main purposes of the dock-

- Handle inbound and outbound large shipments. These shipments are usually handled by a freight service or vendor delivery truck. They are not daily UPS or FedEx package services.
- Provide a space for members to load and unload their vehicles.

## General Guidelines

- **Freight Delivery and Pick Up Operating Hours:** The standard dock hours are Monday – Friday 9AM-6PM. Any deliveries or pickups outside of these hours are not guaranteed. For member loading/unloading, the dock is available during standard building hours. Access is granted upon request. Please use slack #dock channel for all communications.
- **Package Labeling Identification Requirements:** Ensure that the sender includes essential information. This should include the member's name, member company, and member contact information. Our mailing address is 1623 W Fulton St. Chicago, IL 60612.
- **Scheduling:** All deliveries and pick-ups should be communicated via the #dock slack channel in advance. This better prepares all necessary resources ahead of time to handle the shipment efficiently. With the proper team notified, we can avoid delays/confusion and plan for shipment placement. mHUB staff will notify the community of dock activity via the #dock channel. We can assist with shipments that are *clearly labeled* for mHUB members and shipments that have been arranged on the Slack channel. We understand that trucking companies are not the best at keeping to their schedule with proper notification. Nonetheless, the shipment is the member's responsibility. Plan to be present when shipments come in or go out. Make explicit arrangements when you cannot be present.
- **Handling:** mHUB staff can assist with loading/unloading a shipment. Handling without your presence or handling requiring more than 15 minutes of assistance may be charged to your account.
- **Inspection of Shipments:** Members are responsible for inspecting arriving shipments. mHUB staff are not responsible for any damage or discrepancies with shipments. Best practice is to inspect the shipment as soon as possible and notify the shipper of any problems.
- **Cleanliness:** Keep the dock area clean and free of debris. Keep all pathways clear for ease of loading and unloading. All packaging materials and pallets must be disposed of by the member. See the signage in the dock for how to handle shipping pallets.
- **Storage:** mHUB offers free storage in the dock for 48 hours after receipt of a shipment. Outbound shipments can also be staged freely for 48 hours. This period includes weekends. A fee of \$25/day per pallet-sized area will automatically be charged after that. You will receive an email notice from the membership platform whenever shipments arrive.