

## 1 – Receiving

The receiving operation allows the client to assess and control the delivery conformity towards the order, concerning the quantity and quality of the materials, as well as the package condition, lot and tonality.

Before the discharge, it should also be controlled the transport conditions to assure that the material is in conformity as demanded, since that after the load on the supplier, the responsibility is entirely of the transport company.

Since it is not possible, for obvious reasons, to evaluate in detail each product, a sample should be selected following criteria that can be different from company to company (typically arbitrary), as for example, 2 packages selected from each 100 received, better defined in the techniques of statistical quality control.

Then, it should be evaluated the correspondence between the mark and the product contained on the packages in relation to what is specified in the technical datasheet and also to following aspects:

1. Supplier / Packer / Sender Identity.
2. Lot number.
3. Product reference.
4. Net weight / number of pieces or m2.

During all this procedure of products evaluation the goods' transport agent should wait so that, if the goods are refused, they can be immediately recharged and made follow

The refuse of products, after the referred inspections, may result in the following situations:

1. Nonconformity of goods with delivery note;
2. Nonconformity of the technical specifications defined in the Technical Specifications Contract;
3. Nonconformity related to the product quality;
4. Nonconformity related to the package quality;
5. Nonconformity related to the transport;

Anytime the merchandise is total or partially refused, it should be made a counter-analysis based in an identical number of copies of the sample, should be identified the refused product with the addition of a proper label.

On the other hand, the products should be accepted under condition, and it should be specified on the transport document, and formalized by e-mail or fax at the same date.

Finally, in order to become easier the identification of the accepted and refused products, adhesive labels should be glued which will allow the differentiation between accepted, accepted under condition and refused products.

## 2 – Storage

A package is a set of the material elements which, although they are not part of the product, they are sold with it in order to allow or to improve its protection, transport, storage, presentation, identification and use.

The function of the packages is essentially two, and they are applicable to each one of the three types above mentioned:

- a) The **technical** function, which includes the protection and the coverage of the product, the convenience of its use, the easiness of transport, storage and removal.
- b) The **communication** function, which includes its visual impact and attractiveness, the recognition and identification of the product, the expression of its placement and information to the consumer.

Any process of traceability will only be practicable if the product can keep the integrity of its presentation until its sale to the final consumer, therefore we cannot ignore the requirements regarding the inviolability of the package.

In terms of logistics, meaning, if we view the package as a mean to transport safely the products, and to guarantee the integrity of the product during the logistic chain which culminates with its delivery to the final consumer, it is important that every intermediary of the purchase process keep it in good conditions, and this is the only way to assure the quality maintenance of the product.

Equally important is its storage / packaging, which should be made in a clean, dry and sheltered from rain place, since the failure to comply these conditions accelerates the appearing of typical pathologies of the cement products, commonly known as efflorescence (white spots) but also other pathologies which influence directly the visual aspect of the product.

If you are an intermediary, make sure that the sales flow of an article is according the FIFO system, in other words, First In First Out, therefore allowing the outflow of products with higher storage time, except for direct acquisition cases.

In case of deterioration of the quality of package, the article will be vulnerable to the appearing of pathologies related to poor storage; consequently the producer will decline any responsibilities, for the cases of the products which are not at their facilities.

**Cautions**

The tone variation is a common characteristic of all articles produced with raw materials of natural origin; therefore the way to minimize this variation is the acquisition of the same lot, guaranteed only by providing one single lot.

Efflorescences are natural phenomena, which do not change the technical characteristics of the product, this way they are treated as unfounded by any claim.

It is not allowed to spread salt on outdoor pavements and courtyards to dissolve snow or ice because salt is corrosive and damages the structure of the material.

Possible claims of already settled material are not accepted.

**INFORMATION**

The information of this receiving and storage recommendations were supplied in good faith and are based on the experience and current knowledge, therefore it does not foresee a juridical guarantee of bad application. The users must always consult the most current versions since they can be changed without notice.

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