



Instructional Materials and Educational Technology Shipment Instructions and Error Report Form (TEX-013)

Instructions for Handling an Incoming Shipment and Packing List:

1. Separate the shipment by depository or publisher.
2. Before signing the freight bill, count the number of cartons and/or boxes in the shipment and ensure the correct number of cartons/boxes have been received.
3. Refuse any cartons/boxes that are not addressed to your district and/or have extensive damage.
4. On the freight bill, write out all the shipment discrepancies and/or refused cartons/boxes, sign it, and keep one copy.
5. Count each depository or publisher shipment separately, comparing each item to the packing list.
6. Note all discrepancies between the number of instructional materials for which you were invoiced and the number received on the packing list. All discrepancies noted on the packing list should be listed in the Shipment Error Report, TEX-013 form as well.
7. After all the items have been counted and all discrepancies noted, sign and date the packing list.

Instructions for Completing the Shipment Error Report - TEX-013:

1. For each shipment error, submit a TEX-013 form. Do not combine errors from different depositories or publishers; each error requires a separate form.
2. On the TEX-013 form, include the shipment packing list number, order number, and shipment date.
3. List the ISBN, multiple list codes (MLCs), **and** titles of all items for which an error in shipment was found.
4. Enter the number of items invoiced and received. Note the difference between "Amount Over" or "Amount Short."
5. If reporting damaged or defective items, enter the ISBN, title of the instructional material, and amount of defective and/or damaged items and explain in the "comments" section on page three.
6. Sign and date the completed form. Provide a telephone number.
7. Save a copy of the form to your computer.
8. Email a copy of the TEX-013 form, along with a copy of the freight bill and packing list, to the depository or publisher whose shipment error you are reporting **within 30 days of receipt of shipment**. Contact information for the depositories or publishers can be found at [Publisher Contact Information](#).
9. Submit a copy of the TEX-013 form, along with a copy of the freight bill and packing list, to the [Help Desk](#).

Instructional Materials Shipment Error Report Form (TEX-013)

District Name: _____ County District Number: _____

Depository/Publisher: _____

Packing List #: _____ Order #: _____ Ship Date: _____ Requisition #: _____

ISBN	Multiple List Code	Title of Material	Number Invoiced	Number Received	Amount Over	Amount Short	Amount Def/Dam

Comments: Please explain specific damage and/or defects.**Depository/Publisher Use Only:** Please provide a brief description of the resolution.

Date TEX-013 Received: _____ Date Resolved: _____

Save a copy of this form for your records. Email a copy of the TEX-013 form, along with a copy of the freight bill and packing list, to the appropriate depository or publisher and submit to the [Help Desk](#).

Name of District Coordinator: _____ Telephone Number: _____

Signature of District Coordinator: _____ Date: _____