



## Site-specific survey questions for white glove deliveries

### Receiving

1. Is the facility tractor-trailer accessible? Yes  No
2. Will a tractor-trailer be able to stay in its parked location without creating issues? Yes  No
3. Is there a shipping/receiving dock at the facility? Yes  No
4. Is the shipping/receiving dock tractor-trailer accessible? Yes  No

### Delivery

5. Do you require a specific delivery window? (Additional charges will apply). Yes  No
6. Are there any obstructions or required security clearances from the delivery site to the point-of-install site (delivery path)? Yes  No
7. Are there any turns along the delivery path? Yes  No   
If yes, confirm unit(s) will fit around any corners.
8. Are there any stairs/steps along the delivery path? Yes  No
9. How many doorways are along the delivery path (upright models only)? \_\_\_\_\_

Provide the dimensions of each doorway (including obstructing hardware) (inches):

\_\_\_\_\_ W x \_\_\_\_\_ H      \_\_\_\_\_ W x \_\_\_\_\_ H      \_\_\_\_\_ W x \_\_\_\_\_ H  
\_\_\_\_\_ W x \_\_\_\_\_ H      \_\_\_\_\_ W x \_\_\_\_\_ H      \_\_\_\_\_ W x \_\_\_\_\_ H

10. Will use of an elevator be required to take equipment to point of use? Yes  No   
Freight Elevator? Yes  No       Dimensions: \_\_\_\_\_
11. What type of flooring will the unit be installed on? \_\_\_\_\_
12. Will the unit be installed on top of a platform? Yes  No
13. Please confirm that any existing units have been relocated from the installation location. Yes
14. Ceiling height where equipment will be installed (upright models only)? \_\_\_\_\_
15. If available, please submit the following photos with return of this completed document (upright models only):
  1. Photo of install footprint
  2. Photo of doorway(s)
  3. Photo of loading dock
  4. Photo of elevator (if any)
  5. Photo of stairs (if any)

**Please return completed site survey to [customerservice@follettice.com](mailto:customerservice@follettice.com) along with your purchase order to prevent a delay in order processing.**