

## Receiving, Inspecting & Documenting Freight Shipments

**DO NOT ACCEPT OR SIGN FOR ANY FREIGHT PRIOR TO A FULL INSPECTION!!!**

**In many cases, LTL (Less than truckload) delivery carriers DO NOT STRAP EQUIPMENT IN THE TRAILER. This way of conducting business “speeds up the offloading process”, yet consistently causes freight damage!**

**Images speak louder than words! Request shipments be photographed prior to pickup by the carrier for evidence that will serve you well.**

1. **UPON ARRIVAL OF CARRIER, REVIEW THE BILL OF LADING AND ANY OTHER DOCUMENTATION TO ENSURE:**

- a. Observe offloading if at all possible
- b. The shipper is original and true
- c. Confirm correct consignee and delivery address
- d. Verify piece count is noted and present
- e. Palletized equipment – inspect the pallets for damage, signs of repackaging, additional packaging or any deviation in the original packaging.

2. **INSPECT, INSPECT, INSPECT!!!**

- a. DO NOT ALLOW UNAUTHORIZED AND/OR UNTRAINED PERSONNEL TO ACCEPT OR SIGN FOR SHIPMENTS. Report unauthorized deliveries to PPSI immediately.
- b. In the event a shipment arrives outside the specified delivery window or appointment, DO NOT ALLOW driver to force an offload.
- c. DO NOT SIGN ANYTHING prior to a full inspection. If the driver insists on leaving, keep the paperwork and call PPSI.
- d. Locate and view packing slips and pick tickets for comparison purposes.
- e. Note the presence/absence of Tilt or Shock Indicators and examine for signs of tampering.
- f. Check for **TOP LOAD ONLY – DO NOT STACK – THIS SIDE UP** labels. It is highly unlikely an OEM shipment would NOT include these warning.
- g. Remove outside packaging to allow for a full internal inspection.
  - i. Remove Panels and Skins (as applicable).
  - ii. Check any/all shelving, chassis, rails, brackets, castors, etc. for signs of damage or loss.

3. **SHIPMENTS CONTAINING BATTERIES:**

- a. Thoroughly inspect batteries that are installed internally to any piece of equipment. Confirm the correct quantity, model, placement, battery terminals, jumpers & cabling for damage or loss. Remove an appropriate quantity of batteries to allow for a view of the casing. Pay special attention to signs of stacking or an impact. The absence of battery leakage **MEANS NOTHING**. Sealed VRLA batteries do not have free flowing liquid and internal damage is always possible.
- b. Batteries shipped on separate pallets:
  - i. Batteries are a high theft commodity and great lengths are taken to conceal losses.
  - ii. Take note of the manner in which the batteries are staged. Manufacturer’s utilize cartons, separators, top protection and crates. Batteries shipped separate will NEVER exceed (2) layers, if at all.
  - iii. Inspect the pallet and outside packaging for damage, replacement or reinforcement.

4. **NON-PALLETIZED SHIPMENTS:**

- a. Confirm accurate quantities, model numbers and uniformity of products.
- b. Inspect packaging thoroughly and do not hesitate to open boxes, crates or any other type of packaging concealing the contents. The condition of outer packaging is not an accurate indicator of internal damage.
- c. Verify all accessories, spare parts or components are present and intact.

5. **DOCUMENTING DAMAGE OR LOSS:**

- a. Upon discovery of damage or loss – **STOP! – INSTRUCT DRIVER TO NOTIFY CARRIER DISPATCH, BUT DO NOT SIGN ANYTHING.** Contact PPSI immediately for instructions. *DO NOT REFUSE A SHIPMENT UNLESS AUTHORIZED TO DO SO. LEGAL RECOURSE FOR CONSUMERS ARE EXTREMELY LIMITED AND BIASED. PROTECT THE RIGHTS YOU DO HAVE!*
- b. Utilizing the Bill of Lading and additional pages if necessary, document as much information possible. Take pictures from all angles, internally/externally & inside the carrier trailer should the condition warrant cause. IE: Broken pallets, removed shrink wrap, freight to other consignees show potential damage, cargo that is NOT approved for joint transport, etc.
- c. Make note of the delivery driver’s behavior and document any suspicion of drug or alcohol influence.

**Freight carriers DO NOT WANT TO PAY FOR DAMAGED FREIGHT and the actions above will provide the strongest case for an approved claim. Please feel free to contact us with any questions or for assistance with inspecting, documenting and dealing with freight damage/loss claims.**