

THE FREIGHT RECEIVERS



GUIDE TO RECEIVING

1. Know and perform the physical pre-count of cartons from the purchase order or Bill of Lading, not the delivery receipt.
2. Circle the shipment on all sides to view possible damage or visible shortages. Is the stretch wrap still intact?
3. Make sure you have ample help on the dock when receiving larger shipments. One set of eyes cannot catch discrepancies as multiple sets would.
4. Use all your senses. Does the package containing glass sound broken when shaken mildly? Do the cartons appear wet?
5. Do not sign the delivery receipt before performing steps 1-4. The driver cannot leave without a signature, no matter what they say.
6. Notate any discrepancy with general detail. "Damage to several cartons," or "missing two of twenty-four cartons" is adequate.
7. Receive shorted or slightly damaged products. If damage is excessive, ask the driver if you may only receive the good freight. If not, you should refuse the whole load. This depends on the urgency of the product in question. Notate the exceptions.
8. Do not allow the driver to dissuade you from accurately notating any delivery receipt. If it looks damaged to you, mark it as such.
9. When a problem arises, contact OS Transportation or your sales contact with the incident and carrier pro number.
10. If an issue is discovered after the driver has left, you must contact the OS Transportation or your sales contact right away. Shortages or damages identified post-delivery are typically denied by the carrier because they are "concealed" and possible could have happened after delivery.

