

GUIDELINES FOR RECEIVING COMMON CARRIER FREIGHT

THE FREIGHT BILL

The receipt that the truck driver asks you to sign is called a freight bill. Prior to signing this receipt, it is important to understand the terminology being used to describe the shipment as you are signing for quantities and condition as it is stated on this document. To offer a **clear receipt** to the driver, you would make a notation that would match the description of the material as stated on the freight bill.

Examples:

- "Shrink wrap intact, received 36 cartons"
- "Received 1 skid, shrink wrap intact" (no count indicated)

SHORTAGE

Check for a shortage as goods are being unloaded. Count the cartons, containers or items, your count should match exactly what is stated on the freight bill. If there is a discrepancy, write a precise description of the shortage on the freight bill before signing for the goods, both on the driver's copy and yours. Whenever possible, indicate the exact item that is short. The driver must also sign the freight bill indicating he agrees that the shipment is short. Your note of a shortage on both copies of the freight bill acts as a written alarm for the freight company to make every effort to locate the missing material.

Examples:

- "Received 32 cartons baseboard, 1 P12-12' baseboard short"
- "Shrink wrap torn, received 14 cartons, 3 cartons short"
- "Received 6 cartons, 1 model # 695 fan short"

VISIBLE DAMAGE

Carefully check for any visible signs of damage to the cartons, containers, items or pallets. A full, detailed description of any damage or suspected damage must be endorsed on both copies of the freight bill. The driver must also sign the freight bill indicating he agrees as to the condition of the material.

Examples:

- "Received 30 cartons, 1 carton P8909-99 light fixture crushed"
- "Received 15 cartons, 3 fixtures with creased & wrinkled cartons"
- "Shrink wrap torn, 2 cartons ripped open, subject to further inspection"

REFUSING SHIPMENTS

The fact that goods are damaged during transportation does not of itself justify a refusal to accept them. Where, however, the damage is such that the entire value of the shipment is destroyed, you may refuse to accept them and hold the carrier responsible for their value. In all other instances, goods should be accepted and all necessary steps should be taken to minimize the damage by filing a claim with the carrier for the cost of repair, an amount equal to the reduction in value of the item due to the damage, or the cost of replacing just those specific items damaged. **In the event you do refuse an entire or partial shipment, you must retain a copy of the freight bill signed by the driver that the shipment was refused.** This is your proof to the shipper that you did not receive the material.

CONCEALED LOSS OR DAMAGE

As soon as possible after delivery, unpack and thoroughly inspect your shipment. Should you discover a concealed loss or damage, report it to the carrier immediately and request an inspection. The time limit for reporting concealed damage is 15 days. **While you wait for the inspection, you must leave the containers and packing materials, as they were when you first discovered the loss or damage. Do not move the material.** In a concealed damage claim the burden of proof shifts to the claimant to show that the carrier caused the damage or to state it differently, to prove that the damage did not occur **after** you received the material.

CONTACTING THE FREIGHT COMPANY

The corporate phone number and address of the freight company is normally listed on the freight bill. You may choose to report problems and request inspections using the corporate phone number or by checking your local telephone book for their closest terminal. If the phone number or address is not shown on the freight bill, see the section marked "Assistance" in this document.

FILING A CLAIM

Contact the freight company to verify any special requirements they may have regarding filing a claim. Some freight companies specify you must submit a claim on their form, in this case they will fax or mail a copy to you.

Claims must be filed within nine months after delivery.

The corporate address shown on the freight bill is the correct address used when filing a claim. Send the paperwork, Attention: Claims

You must include the following documentation with the claim form, or claim request, to support the dollar amount of the claim:

- 1) A photo copy of the original invoice covering the shipment,**
- 2) A photo copy of the signed freight bill which notes the damage or shortage,**
- 3) A replacement or repair invoice if applicable.**
- 4) An explanation of how you arrived at the amount you are claiming is helpful to the claim examiner.**

If during the course of the investigation, it is determined that other documents are required, you will be advised by the freight company.

FREIGHT COMPANY RESPONSE

You should expect to receive an acknowledgement from the freight company within a week to ten days. This acknowledgement will include a claim number assigned by the freight company. It will also indicate if any further information or documentation is required before the investigation can be completed. If you have not received payment from the freight company within six weeks, contact them with their "claim number", to check on the status.

ASSISTANCE

The W.A. Roosevelt Company is available to assist you with specific questions you may have regarding these claim procedures. Feel free to contact our Warranty and Claims Administration Department.

The most common errors in receiving freight are the failure to:

- Inspect shipments upon delivery
- Write a proper notation of shortage or damage on delivery receipts
- Allow only the person who inspected the freight to sign the delivery receipt
- Retain the salvage and all the packaging until a claim has been settled or permission is received by the freight company
- Report concealed damage or shortages within 15 days of receipt
- Read and critique carriers' inspection reports before signing
- File claims on time
- Isolate the damaged material on the premises until an inspection has been made by the Freight Company.
- Train all personnel in proper receiving procedures
- Take the time to follow proper procedures