

## ACCEPTANCE AND RECEIPT OF GOODS

### While Driver is Present: "Receivers" DO

#### Check the Driver's Delivery Receipt!

Is this shipment yours?

Is all the required information or documentation present? i.e., purchase order number(s), Receiving authorization, freight terms, number of pieces, cartons, pallets, etc.

#### Count Your Freight

Visually inspect your goods. Check for damage and package integrity, e.g. crushing, tears or punctures, repackaged cases, opened cartons, wetness stains, etc.

#### Disputed Counts or Visible Damage

Perform joint (with driver present) count or inspection of goods. Visibly damaged cartons, should be opened at this time and specific notations of product damage or shortage noted on all copies of the delivery receipt.

#### Signing Delivery Receipt

If there are notations of damage or shortages, request the driver to sign or initial copies of the delivery receipt (Do Not record any "opinions" as to how damages may have occurred.) Then sign the delivery receipt yourself.

**Note:** When you sign the delivery receipt, you are signing for the goods as having been delivered in good order except for the specific notations you have placed on the delivery receipt. It is a good practice to require the driver to initial your copy of the delivery receipt as evidence of his agreement with the exceptions noted. The use of rubber stamps using phrases such as "received, subject to inspection and/or count", have no legal bearing, and discourage receivers from making the proper notations and counts. Failure to note damage or shortage at the time of delivery greatly reduces your chances of collecting a freight claim. Also, the law requires a consignee to accept any shipment that is not entirely worthless due to the extent of damage. Partial refusal of damaged freight is not legal and the driver may not allow your receipt refusal.

### While Driver Is Present: "Receivers" DO NOT

- 1.) Don't allow the driver to hurry or pressure you to sign their delivery receipt without reading what you are signing. You may be signing for detention charges or other such "add on" charges related to delivery. Be aware of driver suggested notations regarding cause of damage (driver may be trying to minimize the carrier's liability).
- 2.) Don't accept driver palletized freight if you cannot count or determine the number of cases per tier and cases per pallet.
- 3.) Don't allow drivers to put stock away for you prior to a thorough inspection of the goods.
- 4.) Don't accept tallies or counts.
- 5.) Don't make notations on delivery record of opinions on cause of damage.

### Concealed Damage (Damage Discovered After Driver Leaves)

#### Notification to Carrier by Customer

It is extremely important that receiving personnel count the freight and write specific notations of shortage or damage on the document used as a delivery receipt, at time of delivery, and in the driver's presence. In the event of concealed damage, carriers have no legal obligation to issue settlement. If more than fifteen days have passed since freight was delivered and loss or damage is discovered, it is incumbent upon the consignee to offer reasonable evidence to the carrier's representative when inspection is made that loss or damage was not caused by the consignee after delivery of the shipment by the carrier.

In any case, receiver must make sure he agrees with all facts described by the inspector on the inspection report, prior to signing his/her name. In the instance of a clear delivery receipt, freight should be carefully inspected immediately. If loss or damage is found, receiver should stop unpacking and immediately place a call to the O.S. & D. (Overage, Shortage & Damage) clerk at the delivery carrier's local terminal and request an inspection. Receiver should note to whom they spoke, date and time of call and follow-up request for inspection in writing. ***This report should be issued via fax, and the confirmation of the successful transmission be retained and included with the claim submission.*** The verbal and written report of this exception should be completed as soon as possible and at maximum within 15 days from the date of delivery. All merchandise and packing materials must be held pending carrier inspection.