

FREIGHT RECEIVING RESPONSIBILITIES ATTACHMENT A

1. STEPS TO TAKE AT THE TIME OF DELIVERY TO PROTECT AGAINST LOSS OR DAMAGE.

- A. **Verify Count.** Make sure you are receiving as many cartons as are listed on the delivery receipt. If any shortage is discovered, note exactly how many cartons are short on the carrier's delivery receipt and have the driver note the shortage on your copy.
- B. **Carefully Examine Each Carton For Damage.** If damage is visible, note this fact on the delivery receipt and have the driver clearly note that fact on your copy. If the carton appears that the contents inside may possibly be damaged, insist that it be opened right at that time. Both you and the driver should make a joint inspection of the contents. Any concealed damage discovered should be noted on the delivery receipt and on your copy. TAKE A DIGITAL PHOTO for documentation.
- C. **Retain a Copy Of The Shipping Receipt.**

2. STEPS TO TAKE WHEN VISIBLE OR CONCEALED DAMAGE IS DISCOVERED.

- A. **Retain Damaged Items.** Damaged items must be held at the point where received. All containers and inner packing materials must be also held until a carrier's inspector makes an inspection.
- B. **NOTIFY SOML OF DAMAGE IMMEDIATELY.** Immediately phone SOML contact to notify them of damage. Then FAX copy of shipping documents with noted damage to SOML.
- C. **SOML To Call Carrier To Report Damage & Request An Inspection.** A call should be placed immediately upon discovery of damages(s). Failure to report concealed damage will result in the carrier denying the claim. Some carriers require concealed damage requires within 24-28 hours after delivery.

3. STEPS TO TAKE WHEN THE CARRIER MAKES AN INSPECTION OF DAMAGED ITEMS.

- A. **Have Damaged Items In Receiving Area.** Make certain the damaged items have not been moved from the receiving area prior to discovery of the damage. Allow the inspector to inspect damaged items, cartons, inner packing materials and freight bill. Be sure to retain your delivery receipt, photos, etc., as they will be needed as supporting documents when a claim is filed.

- B. **After Inspector Fills Out Inspection Report, Read It Carefully Before Signing.** If you do not agree with any facts or conclusions made by the inspector on the report, do not sign it without noting your disagreement on the inspection report.

4. STEPS TO TAKE AFTER INSPECTION HAS BEEN MADE.

- A. **Continue To Maintain Damaged Merchandise.** Even though the inspection has been completed, damaged items cannot be used or disposed of without written permission from the carrier.
- B. **Do Not Return Damaged Items To Shipper.** Return of such items requires written authorization by the supplier and SOML.
- C. **Secure Receipt From Carrier If Damaged Items Are Picked Up For Salvage.** If you surrender damaged merchandise to a carrier for salvage, be sure to secure a receipt from the driver when it is picked up and retain that receipt. Then, forward a copy of the receipt to SOML.

5. NOTIFICATION OF DELIVERIES TO SOML.

- A. **Receipt of Shipments.** Vendor must notify SOML of shipments received within 24 hours. Identify shipment with a number for inventory purposes. FAX copies of all shipping documents, invoices, and inspection reports to (520) 621-1578. Write this number on all documents. Original shipping documents and manufacture invoices must be re-attached to shipment.
- B. **Damaged Cartons.** If damaged to either cartons or contents is suspected or evidenced, contact Karen Kenagy at (520) 621-8337 on the same day that shipment is received