

Freight Claim

Tip Sheet

In order for you to receive credit for damaged goods, the delivery receipt must be signed for as damaged with specifics on the extent of the damage. Without that information and signature, the freight companies will not issue the credit, and as such, we are obliged to do the same. This is not a change in policy at Western States but rather an enforcement of our existing policy.



In order for a freight claim to be filed, Western States customers:

- **Should** mark any existing or possible damages on the delivery receipt. Please refrain from signing and detailing damages on the bill of lading or the packing slip. Carriers will only accept their delivery receipt, as our bill of lading is not their official document.
- **Should** sign all copies of the delivery receipt as damaged, not just the customer copy. Please make sure the driver's copy is also noted with damages.
- **Should NOT** write who you believe is at fault. Simply state the type and amount of damage.
- **Should** supply pictures of the damage. Pictures are always helpful when filing a claim and can make the process go quicker, especially if the pallet is badly damaged. Photos can be emailed to your CSR or Sales Rep.
- **Should** keep the damaged product. Most times, the freight company will want to stop in and verify the damaged product in question. We cannot receive a claim if the product has been thrown out. We will let you know when it's okay to toss the product or if we will be picking the product up from you.
- **Should** be diligent while inspecting the product. This is important, especially when it comes to shortages and/or damages to the shipment. Our cartons are wrapped with clear shrink wrap but sometimes carriers will re-stack or re-wrap pallets to conceal damages. Shrink wrap can be a good indicator of the condition of the shipment. *Reminder labels will now be applied to all pallets to remind for the need to inspect the shipment and if the label is tampered with or missing this could indicate that there may be concealed damage.*
- **Should NOT** write pending inspection - this is unacceptable and the carriers will not honor the claim. Damages and shortages MUST be noted at time of delivery.
- **Should** keep in mind that the driver of the freight carrier must give you sufficient time to fully inspect your product. Western States pays for this additional service. While freight carriers and drivers know this, occasionally the driver may get impatient and want you to sign so they can leave quickly. If this causes the driver to be unprofessional in any way, please report to Western States. We will resolve the issue with the freight carrier.

We are including inspection time allowances and a generic delivery receipt & with specifics on where to sign for damaged product. Please pass this information on to anyone who might be receiving and signing for product.

As always, we appreciate your business and look forward to our continued partnership!



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800.558.0514
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Inspection Time Allowances

15 Minutes	Less than 1,000 lbs.
30 Minutes	1,000 lbs. to 4,999 lbs.
40 Minutes	5,000 lbs. to 9,999 lbs.
60 Minutes	10,000 lbs. or more

Delivery Receipt Example

Below is a completed example of a carrier delivery receipt. Refer to the highlighted areas when signing for and marking damages upon the receipt of your order. The delivery receipt you receive may look different than the example shown here so be sure to look for similar areas.

DELIVERY RECEIPT									
TP	REFERENCE PRO NUMBER	B/C	CUSTOMER ORDER NUMBER	BILL OF LADING NUMBER		PRO TYPE		DATE	
1P		PMP	43210	98765				5/26/2020	
CONSIGNEE	PRINTING COMPANY INC. 112 W. MAIN ST. ANYTOWN, ST 55555			SHIPPER	WESTERN STATES ENVELOPE 4480 N. 132ND ST. BUTLER, WI 53007				
PIECES	HM	COMMODITY DESCRIPTION		CLASS	WEIGHT/ LBS.	RATE	CHARGES	PRE RATE	PRE CHARGES
14		CTNS ENVELOPES ON (1) SKID STC SHIPMENT WEIGHT VERIFIED STRAIGHT TRUCK DO NOT DOUBLE STACK OR BREAK DOWN PALLETS TIME IN <u>11:35</u> TIME OUT <u>11:50</u> STRETCHWRAP INTACT? <u>(Y)</u> N N/A DRIVER DENIED ACCESS AT TIME OF DELIVERY? Y <u>(N)</u>		70	505				
REMARKS: <i>Shrink wrap intact but 5 boxes crushed & envelopes warped (product unusable)</i>				CHECK	CHARGE PER	DELIVERY EXCEPTION CODE ➤			
BILL TO	WESTERN STATES ENV EDI % SUPERIOR TRANS & LOGIST PO BOX 28346 GREEN BAY, WI 54324			LOADER	PIECES LOADED	DELIVERY DRIVER		DELIVERY DATE	NUMBER PIECES
				DELIVERY RECEIPT		ADDITIONAL SERVICES Fees May Apply			
				Sign Here ➤	<i>John Smith</i>		☐ INSIDE ☐ LIFT-GATE ☐ RESIDENTIAL ☐ _____		
				Print Name ➤	JOHN SMITH				



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