

Transportation Claims

The delivery of goods involves the risk of shipping damage and discrepancies. Purchasers should ensure that claims against suppliers or carriers for damaged goods or shortages found in a shipment are handled expeditiously. This also will ensure that any overages that might occur are either returned to the supplier or are properly identified for the purpose of paying for the overage.

In most instances there is a time limit for filing claims. It varies depending on the mode of transportation used. Claims against suppliers or carriers should be filed expeditiously.

Procedures for Damage, Overage, Shortage

Damage

For shipping damage, you can follow this procedure:

1. Inspect the shipment for damage.
2. When obvious damages have occurred (by looking at the shipment), note the carton number or describe the damaged goods on the carrier's waybill.
3. Have the carrier sign the waybill besides the damage notation.
4. If damage is found after opening the cartons, contact the transportation company immediately to have them send a representative to inspect the damaged goods.
5. Receivers should forward a signed copy of the Carrier Waybill and the Vendor Packing Slip to the purchaser, or the receiver can complete the GNWT form, *Over, Short and Damage (OSD) Report (NWT 2746)* and forward it to the purchaser so that arrangements with the supplier may be made to rectify the problem.

If the shipment was shipped FOB destination, the *OSD Report* should be forwarded to the purchaser so that a claim may be initiated with the supplier and payment withheld pending resolution.

Overage

For an overage, you can:

- During the quality check of the shipment, if you find an overage, write the discrepancy on the waybill. Have the carrier sign the waybill besides the overage notation.
- Receivers should forward a signed copy of the Carrier Waybill and the Vendor Packing Slip to the purchaser or the receiver can complete an *OSD Report (NWT 2746)* and forward it to the purchaser, so that arrangements with the supplier may be made to rectify the problem.

Shortage

For a shortage, you can follow these procedures:

- During the quality check of the shipment, indicate any discrepancies or missing pieces directly on the carrier's waybill. Have the carrier sign the waybill besides the shortage notation.
- Receivers should forward a signed copy of the Carrier Waybill and the Vendor Packing Slip to the purchaser, or the receiver can complete an *OSD Report (NWT 2746)* and forward it to the purchaser, so that arrangements with the supplier may be made to rectify the problem.