



ADMINISTRATIVE
POLICIES AND PROCEDURES MANUAL

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SUBJECT
FACILITIES AND SERVICES

SUB-TOPIC

RECEIVING AND DELIVERY- Damaged Freight/Material

A. General Policy: To comply with the grace period for filing a damage claim, each item should be inspected within three (3) working days of receipt of merchandise.

Damaged material may not be used or disposed of without permission of the carrier and supplier. Do not dispose of shipping container or packing material.

There are three (3) damage classifications:

1. Visible Damage: Due to damage to the shipping container, readily detectable by visual inspection at the time of delivery.
2. Concealed Damage: The same type of damage as visible damage, but not detectable until the carton is opened.
3. Hidden Damage: Not outwardly visible; detected after delivery to the requesting department or individual. Hidden damage may be detected after technical inspection or after the material is placed into operation.

B. Procedures: The procedures for dealing with damaged material are as follows:

1. Visible Damage:

- a. Before the delivering driver leaves, make a joint inspection of any material arriving in a damaged carton/container.
- b. On the freight bill (or other delivery document) the delivering driver must:
 - 1.) Indicate the damage
 - 2.) Date the notation
 - 3.) Sign the notation.

The Receiving Clerk must strictly adhere to this procedure so that a possible UTD claim for damage is not denied by the carrier.

- c. Place the damaged material, shipping carton, and any inner packing in the holding area. Do not deliver damaged material under any circumstances.
- d. Telephone the requesting department to notify them that material ordered on Purchase No. "X" has been received in damaged condition.



SUB-TOPIC

RECEIVING AND DELIVERY- Damaged Freight/Material, Continued

NOTE: In the event that only a portion of the shipment is damaged, the Receiving Supervisor or his/her designee may sometimes authorize delivery of the undamaged material.

- e. Notify the carrier of the damaged freight.
- 2. Concealed Damage: When detected, follow the same procedure as in the case of Visible Damage.
- 3. Hidden Damage:
 - a. Upon notification by the requesting department, pick up damaged material if necessary.
 - b. Immediately notify the vendor and shipper.
 - c. Arrange for shipment if necessary and/or inspection.
- 4. Limitations: If required, repacking arrangements are the responsibility of the requesting department.