

OSD General Guidelines

Tips for Consignee when Taking Delivery:

- **Do Not Sign** the Delivery Receipt (POD) until you have inspected the freight! The consignee has the right to inspect and count the freight before signing the POD/electronic device and releasing the driver.
 - Note specifics on POD of how much, and what specific unit(s) is damaged/short.
 - Do Not sign “Subject to Inspection” – this will not be valid for a claim.
 - Ensure the driver signs POD acknowledging damage/shortage.
 - Note discrepancies in the packaging, especially if shrink-wrap is torn, missing, or suggests the product was repackaged.
- If you see damage or a shortage – **take numerous Pictures!** Pictures should show damage to the product (wide and close-up images). Damage to packaging only does not constitute reimbursement.
 - Show damaged freight on delivering truck if possible.
 - Interior and exterior of cartons; crate or skid condition.
 - Clear images of the Shipping Label, and Serial Number Plates (if applicable) detailing the Model and HU numbers.