

## Shipment Receiving Instructions

Please utilize the following procedures when receiving freight shipments from Ensinger to insure they are being handled in the correct manner.

- All shipments must be thoroughly inspected upon receipt to ensure no damage has occurred to the shipment.
- If there is no physical damage to the packaging and the product is present, the shipment can be signed for as clear.
- **If there are signs of physical damage to the packaging or product, the following procedures **MUST** be followed:**
  1. Thoroughly examine both the freight and packaging.
    - Note any damage to the freight and packaging on the delivery receipt before the driver leaves the premises.
    - Take pictures of the damaged packaging and/or product, preferably while it is still on the delivering trailer, when appropriate.
  2. Make sure both the receiver and the driver sign and date after documenting the damage on the Delivery Receipt.
  3. **For Customer Paid Shipping:**
    - Contact carrier and follow carrier's instructions to report damage and open a claim.
  4. **For Ensinger Pre-Paid Shipping:**
    - Contact Ensinger immediately to report the damage, along with the Tracking/PRO# for the shipment and provide pictures and other important information regarding the damaged shipment.
    - Set the damaged shipment to the side until it can be inspected, or you are contacted and told an inspection has been waived.
    - Do not dispose of damaged material without Ensinger's direction.

*Your cooperation is greatly appreciated and will help to ensure the success of Ensinger's Transportation Management Program.*