

# Instructions for receiving an LTL shipment

In this Freight Paper we're going to list instructions that you should follow when receiving your LTL freight shipment. These steps should be taken **BEFORE** you sign the [Proof of Delivery \(POD\)](#). Failure to comply with these instructions may lead to additional fees levied upon the shipper or consignee, or an inability to [file a claim for lost or damaged freight](#). Please note that these instructions apply only to LTL shipping and **NOT** full truckload shipping.

## 1. Inspect the shipment and note any possible damage on the POD.

- If you think there may have been damage or loss to the shipment during transit, you **MUST** note this on the POD. Failure to do so will result in a claim denial from the carrier for the lost or damaged product.
- If you think there may be internal damage and you need more time to inspect the freight, notate **"Further Inspection Required"** on the POD.
- Check how many pieces you are receiving. If you are expecting to receive 30 boxes on one pallet, make sure you receive all 30 boxes. If you only receive 29 boxes, make note of this on the POD so that a claim for the missing box will be approved.
- Inspect the packaging. Does it look intact? If it does not look intact, make note on the POD.
- If the shipment is visibly and severely damaged, you may refuse it. The carrier will take it back to the terminal, and we will have the opportunity to ship it back to the shipper for free so they can inspect it before filing a claim.

## 2. Make note of any additional services used at the time of delivery.

- [Additional services](#) such as the use of a liftgate, inside delivery, or [sort and segregate](#) are usually accompanied by additional charges. If you request one of these services, the driver will note this on the POD. If you sign the POD with those services noted or circled, you are agreeing that the services were performed, and you may be responsible for the charges. So check the POD for services before signing.



### FreightPros at a Glance

Founded in 2009

Austin Business Journal's  
2014 "Fast 50"

282<sup>nd</sup> Fastest Growing  
Company - 2013 Inc500  
List

### Freight Solutions

LTL Quoting &  
Transportation  
Management

Full Truckload Services

Strategic Carrier Planning

Billing Auditing

Fantastic Pricing

### Why We Rock at Freight:

We Are Transparent with  
our Customers

We Treat our Customers  
as Partners

We Excel by Actively  
Embracing our Core  
Company Values:

- Support
- Produce
- Respect
- Balance
- Develop

### 3. Legibly sign and print your name on the POD.

- The carrier needs to know who received the freight, and an illegible signature will not suffice. This could cause problems with claim filings in the future.

### Conclusion

Following these instructions will help in filing any sort of damage or loss claim. In general, the concept of signing the POD with as much information as possible is always a good idea. The more information the better!

For more freight tips, be sure to check out our collection of [Freight Papers](#). They are available for **FREE** download and work as excellent references for all sorts of shipping situations. If you have more questions, feel free to contact us at [www.FreightPros.com](http://www.FreightPros.com) or at 888-297-6968.

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