



## Freight Claim Help

Upon delivery, if your package is NOT intact (rolls are not loaded properly on the pallets and/or securely stretch-wrapped and banded), please mark the BOL as suspect for damage pending inspection. If there are signs of VISIBLE damage - tears, dirt, crushed cores, etc., note the damage on the BOL and report it immediately to Green Bay Packaging following the procedure below.

### **Green Bay Packaging Freight Claim Procedure:**

- All claims must be accompanied by the following documents:
    - Copy of the freight bill with notation of damage or shortage. The date, time, and receiver's name must be included.
    - A photograph of the damaged goods.
    - A summary of the product damaged and if any material can be salvaged.
    - If you must refuse delivery due to damage, please follow the same documentation procedures and contact your Green Bay Packaging Sales Representative immediately.
- The National Motor Freight Traffic Association (NMFTA) mandates that all LTL shippers and receivers have five (5) business days to provide notification (verbal or written) of LTL carrier concealed damages. Green Bay Packaging needs to be notified immediately if your shipment has arrived damaged.***
- All freight claims are subject to carrier inspection. Retain the entire package until the carrier inspection report is filed or Green Bay Packaging issues an MRA for return.

NOTE - Green Bay Packaging is not responsible for any damage or shortage on collect shipments.