SOP WAREHOUSESOP

FREE PRINTABLE CHECKLIST

# Overage, Shortage, and Damage Reporting Checklist

**Regulation: 29 CFR 1910.176(b)**

| FACILITY | AREA OR EQUIPMENT ID | DATE | SHIFT |
|---|---|---|---|
| | | | |
| INSPECTED BY (PRINT) | | SIGNATURE | |
| | | | |

## 1. Procedure checks

*Tick each step as it is done, in this order.*

| DONE | CHECK | NOTES |
|---|---|---|
| ☐ | Check the seal against the BOL before you break it | |
| ☐ | Photograph the load in the trailer before anything moves | |
| ☐ | Count every piece against the BOL: never take the driver's count | |
| ☐ | Found damage or a short? Photograph it wide and close, with labels showing | |
| ☐ | Write the exception and the count on the delivery receipt before you sign | |
| ☐ | Get the driver to initial the notation and give them a copy | |
| ☐ | Move damaged freight to the hold area with its packaging intact | |
| ☐ | Receive only what arrived in good condition and hand off the claim packet | |

## 2. Compliance checks

*Tick each item that is in place. The citation after an item is the paragraph that requires it.*

| DONE | CHECK | NOTES |
|---|---|---|
| ☐ | Damaged and quarantined freight is stacked and stored so it is stable and secure against sliding or collapse **29 CFR 1910.176(b)** | |
| ☐ | Spills, broken pallet fragments, and cut banding from damaged freight are cleaned up rather than worked around **29 CFR 1910.22(a)** | |
| ☐ | Safety data sheets are readily accessible before a damaged or leaking chemical container is handled **29 CFR 1910.1200(g)(8)** | |
| ☐ | Cut-resistant and chemical-resistant gloves, eye protection, and safety-toe footwear are provided and used when handling damaged freight **29 CFR 1910.132(a)** | |
| ☐ | Seals are checked and any broken or mismatched seal is noted on the delivery receipt | |
| ☐ | Damage is photographed before the load is disturbed and before the driver leaves | |
| ☐ | Overages, shortages, and damage are written on the delivery receipt in specific counts and the driver initials the notation | |

| | | |
|---|---|---|
| ☐ | The system receipt reflects the quantity actually received in good condition | |
| ☐ | Damaged goods and their packaging are held intact in quarantine until the carrier inspects or releases them | |
| ☐ | Claims are filed with a complete documentation packet inside the carrier's filing window and tracked to resolution | |

**WARNINGS**

Never sign a clean delivery receipt for a damaged or short shipment

Never throw away damaged packaging: the carrier may need to inspect it

**SUPERVISOR REVIEW**

| REVIEWED BY (SUPERVISOR) | SIGNATURE | DATE |
|---|---|---|
| | | |