

## Bill of Lading (BOL)

A BOL is a legal document which binds the driver to the cargo he/she is carrying. All shipments must have an accompanying BOL signed by the carrier including the following information:

- A. Store Number (two A's)
- B. Store Address
- C. Carrier (and Trailer Number if BBC)
- D. Shipping Date
- E. Employee Number
- F. Destination (Name, Address, Location Number)
- G. DAW Number/ Receiving Store Number/ Service Center Number/ PRD Number/ "Reverse GEO"/ "Sendback"/ "Dart RTV"/ "Levy RTV"/ "Levy Book RTV"/ "CTO RTV"
- H. Number of Cartons/Totes/Service Carts or Pallets
- I. Product Description
  - SKU, Model, Number of Pieces
  - Transfer Number/ Manifest Number/ ROS Order Number/ RTV Number, RA Number/ STAR Ship Number
  - "Cart" or "Pallet" for STAR Shipments
  - "DEVO" / "Sendback"/ "BestBuy.com Return"
  - Number of Empty Totes (included on Music Sendback)
- J. Product Weight
- K. Total Cartons/Totes/Service Carts or Pallets on Shipment
- L. PCP (Total Pallets, Total Cartons, Total Pieces)
- M. Total Number of Pallets and Weight (25 lbs. each)
- N. Total Weight (Product + Pallet Weight)
- O. Trailer Number, Truck Seal Number, Next Stop for Truck
- P. Signatures of Shipper and Driver

When shipping product, use only one BOL per destination.  
22

## Bill of Lading (BOL)

STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - NOT NEGOTIABLE		BILL OF LADING NO. <b>A 274-786783</b>	
FROM: <b>BEST BUY CO. INC. 2714 A</b>	TO: <b>Cardinal C</b>	DATE: <b>1/14/99 B</b>	SHIPMENT NO. <b>354671 E</b>
AT: <b>31 Mall, Lees Dr. - Dayton, OH 45414</b>	TO: <b>Best Buy DC #084 F</b>	TERMS: <b>Shipper to be prepaid unless the BOL is marked "Collect" or "Freight Collect"</b>	SHIPPER'S NO. <b>354671</b>
CONSIGNEE TO ACCEPT: <b>Best Buy DC #084</b>	TO: <b>1 Industry Way</b>	MANAGER: PLEASE USE ACTUAL DELIVERY DATE WHEN MAKING RECEIPT ENTRY	FOR PREPAID FREIGHT: SEND FREIGHT BILL AND ONE COPY OF BOL TO: <b>ATTN: FREIGHT PAYMENT BEST BUY CO. 705 FLYING CLOUD DRIVE EDEN PRAIRIE, MN 55424</b>
MANAGER: PLEASE USE ACTUAL DELIVERY DATE WHEN MAKING RECEIPT ENTRY		<input type="checkbox"/> PREPAID	<input checked="" type="checkbox"/> <b>Sendback G</b>
NO. OF PACKAGES	KIND OF PACKAGE, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS	FREIGHT ALL KINDS (F.A.K.)	WEIGHT
<b>H 16</b>	<b>I 1 Pallet of Televisions</b> Transfer # 789123 16 Sanyo AXA-1306 SKU 2783456		<b>J 365</b>
<b>20</b>	<b>1 Pallet of VCRs</b> Transfer # 777321 20 Samsung VR3705 SKU 2744456		<b>230</b>
<b>1</b>	<b>1 Pallet of overstock Computer Software</b>		<b>50</b>
<b>1</b>	Transfer # 789560 41 pieces		<b>30</b>
<b>1</b>	Transfer # 789473 30 pieces		<b>15</b>
<b>1</b>	Transfer # 789742 6 pieces		<b>20</b>
<b>1</b>	Transfer # 789119 25 pieces		<b>75</b>
<b>L Total Pallets 3</b>		<b>O Trailer # T3327</b>	<b>M 3 pallets</b>
<b>K 40 TOTAL NO. OF CTNS</b>		<b>N Total Cartons 40</b>	<b>P Seal # 623124</b>
		<b>To 267</b>	<b>785</b>
BEST BUY CO. 705 FLYING CLOUD DRIVE EDEN PRAIRIE, MN 55424		SHIPPER'S SIGNATURE: <b>Mark Sabo</b>	DATE: <b>1/14/99</b>
RECEIVED BY: <b>Mark Chapman</b>		DATE: <b>1/14/99</b>	
THIS BILL OF LADING IS SUBJECT TO THE TERMS AND CONDITIONS OF THE CARRIER'S TARIFF AND/OR CONTRACT OF CARRIAGE.		ORIGINAL	

23

## Loss or Damage Claims

Loss or Damage Claim forms are used to recover costs resulting from lost or damaged product.

Some causes of lost or damaged product are:

- Collapsed load bars on truck
- Crushed product due to improper loading
- Fork lift damage
- Tipped service cart
- Concealed product damage
- Water damage
- Broken seal on DC/DAW truck
- Shortages on Drop Shipments/Rush Orders
- Nondelivery of shipment listed on WTSI

If you encounter damaged or lost product:

- If the product is damaged, receive it as normal.
- If there is a shortage or the truck seal is missing, detail-receive the product. Contact the DLPM if the truck seal was broken or the seal number does not match.
- Note the damage/shortage on the Bill of Lading or delivery receipt and have the driver sign it.
- Assess the damage with a Manager.
  - Set aside product for insurance claim inspection
  - Or sell the merchandise as is at a reduced price
  - Or send the merchandise to Service
- Complete the Loss or Damage Claim form.
- The Inventory Manager must sign the Loss or Damage Claim form.
- Send the paperwork to Transportation within 48 hours.

These procedures are generic. For specific instructions for each type of loss or damage claim, consult SOP Online.

24

## Loss or Damage Claims

LOSS OR DAMAGE CLAIM FORM		72030	
LOCATION: <b>512</b>	REC'D BY: <b>WM Koch</b>	PRODUCT RECEIVED VIA: <input checked="" type="checkbox"/> BATCH # <b>441830 41511</b>	SHIPPER # <b>907179</b>
DATE OF NOTICE: <b>2-11-99</b>	HOW SHIPPED: <input type="checkbox"/> COLLECT <input checked="" type="checkbox"/> PREPAID <b>9456295521</b>	RECEIVING #:	VEHICLE #:
SKU	MODEL	DESCRIPTION	QTY. UNIT COST EXT. COST SERVICE TAG#
<b>13144325</b>	<b>87C-250</b>	<b>Color Bubble Jet Printer</b>	<b>1</b>
<b>2153713</b>	<b>KX FM 220</b>	<b>Fax/Multi Dig/rad</b>	<b>2</b>
<b>2242066</b>	<b>PL7</b>	<b>17" monitor</b>	<b>3</b>
<b>3157790</b>	<b>PLS</b>	<b>15" monitor</b>	<b>1</b>
<b>3318118</b>	<b>MM-5788WA</b>	<b>L7/1100 watt power</b>	<b>2</b>
<b>3318494</b>	<b>CTK-611</b>	<b>61-key P8 mini. LCD</b>	<b>1</b>
DOCUMENT NO. _____ DATE _____ FRT CHARGES _____			
WE CERTIFY THAT THE ABOVE IS AN EXTRACT OF THE ORIGINAL INVOICE			
BY: _____ TOTAL: _____			
REASON FOR LOSS OR DAMAGE: <input checked="" type="checkbox"/> OVER OR SHORT <input type="checkbox"/> DAMAGE <input type="checkbox"/> NON-DELIVERY	RECEIVED BY: <b>WJL</b>	DATE: <b>2-11-99</b>	APPROVED BY: <b>Mark Koch</b>
OTHER IF OTHER SHIP REASON IN COMMENTS SECTION	DATE: <b>2-11-99</b>	DATE: <b>2-11-99</b>	DATE: <b>2-11-99</b>
REMARKS: <b>Trailer #54122 BOL # 9456295521 arrived at store #512 without the original seal from DC #84.</b>	REMARKS: <b>Trailer #54122 BOL # 9456295521 arrived at store #512 without the original seal from DC #84.</b>	REMARKS: <b>Trailer #54122 BOL # 9456295521 arrived at store #512 without the original seal from DC #84.</b>	REMARKS: <b>Trailer #54122 BOL # 9456295521 arrived at store #512 without the original seal from DC #84.</b>
SALVAGE HELD AT YOUR OWN RISK			
KNOWLEDGED FOR THE CARRIER BY: _____			
OTHER MUST NOTE AND SIGN FREIGHT BILL			
<input type="checkbox"/> DELIVERY RECEIPT	<input type="checkbox"/> INVOICE	<input type="checkbox"/> BILL OF LADING COPY	<input type="checkbox"/> INVOICE
DETAILED DESCRIPTION OF DAMAGES: <b>Trailer #54122 BOL # 9456295521 arrived at store #512 without the original seal from DC #84.</b>			
INTENDED RESOLUTION			
BILL	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
TRANSFER TO SERVICE	<input type="checkbox"/> YES	<input type="checkbox"/> NO	TRANSFER # _____
OTHER	<input type="checkbox"/> YES	<input type="checkbox"/> NO	DESCRIBE: _____
KEPT FOR INSPECTION BY CARRIER	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
ATTN: RECEIVING CLERK, WRITE THIS FORM WHEN SHIPMENT ARRIVES AND GIVE PART 2 TO DRIVER'S RECEIVING AREA			

25