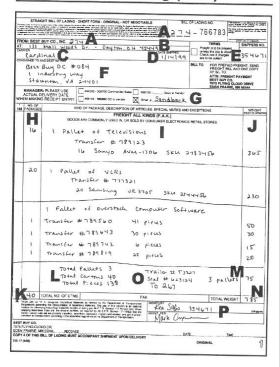
## Bill of Lading (BOL)

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.

## Bill of Lading (BOL)



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## **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, detailreceive 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.

**Loss or Damage Claims** 

100	LO	SS OR DAMAGE	CLA	IM FORM	72030
512	WM KOC	Moduct Necesses	2830	, 215131 SHEPPER , 903	179 14
2-11-99	HOW SHIPPED TRUMS	THANSFER .		PO#	
SKU	MODEL	DESCRIPTION	GTY	UNICOST Ext COST	SERVICE TATE
1)3144225	8JC-250	Color Bubble Jet Print	- 1		
2) 3153713	KX FM 220	Fax / Multi Dig/rad	2		
3) 324 2066	PLT	17" Monitor	3		
4) 3257790	PLS	CTX 154 Monitor	1		
5) 33 L8118		17/1100 watt Senson	2.		
6) 3318494	CTK-611	61-Key FIS midi, LCD			
7)					
8)					
DOCUMENT NO.	MICVE IS AN EXTRACT OF	DATE		FRT CHARGES	
1	SOUR IS AN EXTRACT OF	HE UHRSINAL INVOICE			
BY				TOTAL	
HEASON FOR CLAM		MCSE CHECKED BY		DATE APPROVED BY	DATE
OTHER AFOTHER DA	DAMAGE NON-DELI		2.	11-99 XC09 BURY	2-11-94
MICE REPORTION CARROLLING MAN AND STATE LINE LINE LINE STATE LINE					
☐ YES ☐ NO #UNIO. HE ADDRESS YOU HAVE THIS IS TO INDESSMENT YOU ADDRESS ANY LOSS					
ACKNOWLEDGED FOR T	D AT YOUR OWN RISK	LADING OR THANSPORTATION RECISE!	W BALL O	BY	
		The state of the s	300	Test Total	24
DRIVER HUST NOTE AND SERVER DISTRICTOR	SIGN FREIGHT BALL		1-7		
1	BILL OF LADING CO	ev Table 1	r (3)		
DELIVERY RECEIPT PACKING SLIP	T MACION	The same of the sa			
			2000	The second	42.00
OFTAILED DESCRIPTS	ON DE DAVAGES T	railer #54122	0 01	# 2456295510	1
DETALED DESCRIPTION OF DAWAGES Trailer #54122 BOL #8456295512 arrived					
at store #512 without the original seal from DC #84.					
INTENDED RESOLUTI	DN		_		
SELL	□ YES □	NO			
THANSFER TO SER	VICE   YES	NO TRANSFER #:			
OTHER	☐ YES ☐				
	ON BY CARRIER	YES NO			
ATTN: RECEIVING CLERK, WRITE THIS FORM WHEN SHIPMENT ARRIVES AND GIVE PART 2 TO DRIVER. RECEIVING AREA					

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