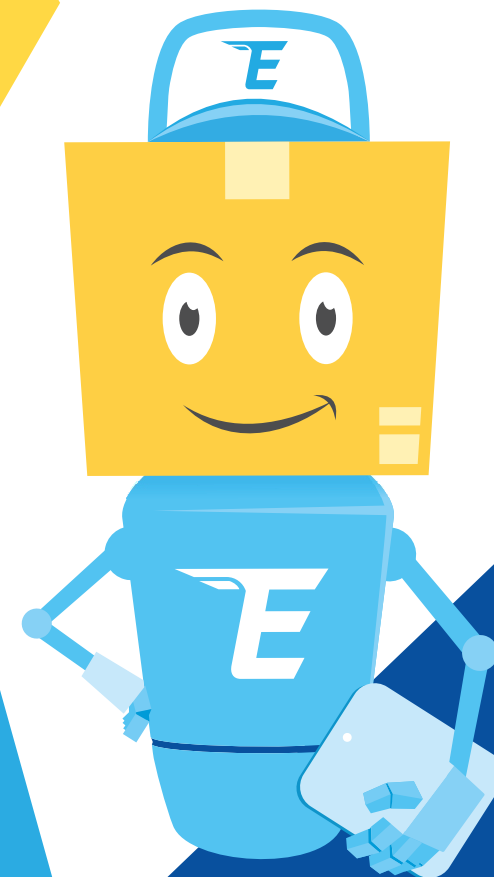


The logo for EshopWedrop, featuring the brand name in a white, italicized, sans-serif font with a horizontal line underneath. The background is a vibrant blue with abstract geometric shapes, including a large yellow hexagon and a smaller dark blue hexagon.

# EshopWedrop

CUSTOMER GUIDE  
HOW TO ACCEPT DELIVERY OF PARCELS FROM COURIERS



# INTRODUCTION

## HOW TO ACCEPT DELIVERY OF PARCELS FROM COURIERS

In a perfect world, every parcel courier shipment delivered to you would arrive in perfect condition and without any major incident.

Unfortunately, that's not always the case and sometimes the unthinkable can happen = your shipment arrives damaged, or wet, or short on quantity. While these situations are the exception to the rule, it's imperative to follow best practices for accepting parcel delivery from couriers to protect yourself against a potential claim nightmare!

As your cross-border parcel delivery partner and adviser, in this white paper, we (EshopWedrop) will show you a few simple steps you need to take for receiving your parcels from couriers, how to check it for damages or shortages, how to make notations on the delivery receipt, how to file a claim.

Once you're armed with this knowledge, you'll be able to maximize your chances of getting fairly compensated!



Rule number one for receiving your freight!!! **Don't sign the delivery receipt until you've inspected your shipment!**

By signing the delivery receipt without exception you are acknowledging your shipment has been delivered in the expected condition. The driver is required to let you inspect your freight! So take the time to go through it and don't sign the delivery receipt until you're ready. Start by taking a look at the outward condition of the packaging!

Look for any damages including punctures, spills, and creases. In many cases, a quick scan isn't sufficient. Thoroughly look through each piece of your shipment for these signs of damage.



**PROPERLY CHECK YOUR PARCEL**  
HOW TO ACCEPT DELIVERY OF PARCELS FROM COURIERS

# CHECK FOR SHORTAGES

## HOW TO ACCEPT DELIVERY OF PARCELS FROM COURIERS

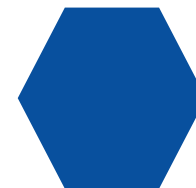


### **Verify the vendor and courier piece-count matches what you've received.**

In some cases this may seem tedious, but if part of your shipment is missing, you'll be thankful you noticed it upon delivery and not after! In some cases, you may want to open the shipment to inspect the contents. Because this could be exceptionally time consuming for both you and the driver, it might not be realistic to adopt this practice on every shipment. However, if you notice anything on the outward packaging that might indicate the contents inside could be damaged, it's better to be safe than sorry!

Also, if you've had problems in the past with a particular vendor or carrier, it might be smart to take some extra time to check the inside of your shipment!

*If you don't check the contents inside of your shipment while the driver is still there, be sure to unpack and inspect your shipment as soon as possible. It's important to recognize any concealed damages right away. You'll find out why when we cover concealed damages in more detail, later in this white paper.*



## **It is important to check your shipment as thoroughly as possible while your driver is still there!**

This is true not only for visible damages, but also shortages or damages that are realized after the driver leaves. If you've detected no signs of damages or shortages after thoroughly inspecting your shipment – congratulations! You can sign the delivery receipt and your driver is ready to head to his next stop.

However, if you found damages or shortages – don't panic just yet. How you indicate these damages on the delivery receipt can make a world of difference! **Be specific!**

You'll be in a much better position to protect yourself if you write a more detailed description rather than simply writing "damaged." For example, is there a forklift puncture? Is there a dent in the package? Is one of the boxes crushed, or wet?

If possible, point out exactly which carton or product is short or damaged and then spell out the extent of the issues as detailed as possible. After you've notated and signed your delivery receipt and the driver has left, take pictures of any damages you've indicated. Make sure your pictures are clear and provide a good image of the specific damages. Sometimes pictures alone won't cut it, so you'll also want to save / store your damaged parcel in case the courier claim inspector needs to inspect the shipment.

**SIGNING YOUR DELIVERY RECEIPT**  
**HOW TO ACCEPT DELIVERY OF PARCELS FROM COURIERS**

# FILING A CLAIM

## HOW TO ACCEPT DELIVERY OF PARCELS FROM COURIERS

### First, it's important to understand the two main types of claims:

1 - A visible damage/shortage claim is one that is recognized before the shipment is signed for! That includes any dents, punctures, wet and openings you notated on your delivery recipient before your driver left.

2 - The second and trickier type of claim is a concealed damage claim. As you may have guessed, this refers to damages or shortages you discovered after the driver has left and you've signed the delivery receipt! While not ideal, these cases are not completely hopeless. In general, you're required to file a claim within 9 months. However, in the case of concealed damages/shortages, you only have 5 days! This policy recently changed; prior to April 2015 you had 15 days to file the claim. Remember how we told you to unpack and inspect your shipment as soon as possible after receiving it? Now you know why!!!

**IMPORTANT** = Most of courier companies have clearly written in their terms and conditions that in case there are no claims written on the delivery receipt / POD, then they are not responsible anymore for any claimed damages!!! So, being diligent about checking your freight and taking the proper actions when you discover concealed damages will minimize your chances of losing money! Avoid moving your shipment from its original delivery location, take photos of the damage, and start the claims process immediately by contacting your courier representative or EshopWedrop!



## **You will need:**

A commercial invoice illustrating the value of the damaged commodity

A copy of the transport invoice

A copy of the bill of lading / transport document / courier AWB

Clear pictures of any damages

Depending on the courier, steps for filling your claim might differ slightly. You can contact your EshopWedrop representative to find out exactly what you need to do.

The most important thing to remember is to keep detailed records and be specific!!!



**DOCUMENTS NEEDED FOR FILING A CLAIM**  
HOW TO ACCEPT DELIVERY OF PARCELS FROM COURIERS

Thank you for being a diligent customer and helping us to support you in these unfortunate cases of damages, missing items, or shortages!

**EshopWedrop is not just your cross-border parcel delivery partner, but also your consultant. WE CARE!**

***EshopWedrop***

