

MITIGATING FREIGHT DAMAGE

As we strive to improve our interfacing systems and processes and manage our administrative costs, we would like to review some specific points of our business partnership. Our goal is to eliminate shipping discrepancies and improve our overall service. Per Our Terms & Conditions, we must be notified of shortage or damage within 14 days of receipt of a shipment from a MacLean factory or warehouse. In order for MNS to effectively address freight damage and shortages, these occurrences need to be reported promptly to MNS Customer Service.

Failure to report damage or shortages per Our Terms & Conditions will result in a refusal on a short paid invoice. Please review with your warehouse teams and educate them on the need to report damage or shortages, within 14 days, to MNS Customer Service.

HOW MNS SOLVES SHIPPING DISCREPANCIES



- 1.** We routinely audit our carrier complaints and remove repeat offenders where repeated claims of damage or material shortages occur.



- 2.** All pallets utilize tamper tape to indicate if a pallet has been repacked at the hands of a carrier.



- 3.** All pallets utilize a STOP label, which alerts the receiving warehouse to NOT sign the BOL if damage or shortages are observed. (If damage or shortage is not noted on the BOL when received, our ability to seek proper compensation from the carriers is eliminated).



- 4.** Use of corner boards to strengthen the pallet during transit.



- 5.** Use of fully enclosed wood crates for full pallet shipments to reduce damage from stacking pallets.

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