



HOW TO RECEIVE YOUR SHIPMENT

Following these procedures and best practices will help ensure that your shipment is received, reviewed, and unpacked properly, which will reduce issues and increase accuracy. Read each item carefully, and apply this guide to your receiving process.

- Ensure that the pallet or box count **matches your invoice** and bill of lading. Take note of all pallet and box identification numbers.
- **Review the delivery receipt** and sign only for services performed like lift gate, inside delivery, or residential delivery. Keep a copy of your delivery receipt.
- If you have the ability, **check the weight** of what you received against the weight on the bill of lading. If the weight has a large discrepancy, count the inventory.
- **Inspect the condition.** If there are signs of excessive damage created by obvious carrier negligence, take pictures while goods are in the trailer. It is OK to view and inspect inventory while still in the trailer.
- If there is damage or shortage, **take detailed notes.** Describe the issues, including pallet ID, on the delivery receipt or BOL. Exclude salvage from this process.
- **Carefully unload** and unpack your order. Be careful not to damage or misplace inventory that has already been received.
- Keeping in mind the original auction lot condition description, if further inspection reveals product excessive damage, stop. Document the issues, **take pictures**, and submit details in the 'My Orders' page under your account.
- **Keep copies** of all forms and pictures for your records and be able to provide them to the assigned inspector and upload them in the 'My Orders' page.
- It is OK to perform these steps while the driver is waiting. You have up to 2 hours allocated for a truckload delivery, and up to 30 minutes for LTL.
- **Do not refuse the shipment.** Take the steps outlined in this document. Refused shipping costs will not be refunded.
- If you have any questions, please contact cs@bstockolutions.com.