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Freight and Delivery Standards

Shortage and damage claims – Response time

Freight and delivery companies have reporting policies used by most distributors and product manufacturers. The policies have been consistent for over 10 years. For more specific standards reference the Interstate Commerce Commission delivery policy updates, and the National Motor Freight Classifications Handbook (NMFTA). A survey of industry standards follows:

Standard	UPS Std	FedX Std	Industry Std (1)	Industry Std (2)	Industry Std (3)
(min) Notation			Note freight bill	Note freight bill	Note freight bill 24 hrs inspection
Notice	15 day inspection notice		15 day notice,	15 day notice,	7 day notice
In writing verification	9 months from the date of delivery	9 months from the date of delivery	within the allotted 9 months period	within the allotted 9 months period	

- (1) Vinyl Wholesaler – many marine construction building materials incorporate vinyl and composite products.
- (2) PolyVision – manufacturer example
- (3) Casual Creations – property improvement material supplier

Clean Waterfront Industry Recommendation

To help insure product specification conformance and delivery satisfaction, the following standards are recommended:

- Make Note and copy freight bills and Bills of Lading
- Notice of shortage and/or damage must be made within a minimum of 15 days of receipt.
- Statements of damage or shortage should be supported with a copy of the Bill of Lading or a freight bill, and a copy of an inspection report, if one was performed.
- Unsupported claims without a 15 day notice may be denied.
- Supported claims without written verification within 9 months may be denied.

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The TECHBlue Center is a non-profit clearing house for sustainable waterfront planning information. We develop alliances and professional resources for the development of clean waterfront destinations. Review teams and development resources are available to property owners, waterfront planning professionals, marine contractors and environmental educators.