



Receiving Procedures for Extol of Ohio Shipments

With the consolidation of freight carriers over the years and the increased amount of freight that each carrier now handles, it has never been more important to practice proper receiving techniques. Below are some procedures that should assist with your orders.

Truck Load Carrier –

Truck Loads are shipments that carry orders from point A to point B. Typically these trucks run from the location where they were loaded to the location where they will be unloaded. Sometimes they may change drivers along the way but most likely not.

1. Look to see if your name is listed on the cartons. Look at the B/L (Bill of Lading) and verify that your name is listed as the Consignee.
2. Look to see how many cartons and how many pallets are listed on the B/L and make sure they delivered that amount. Note on the B/L and tell the driver of any discrepancies before you sign your name. **COUNT THE CARTONS AND PALLETS!**
3. While unloading the truck pay special attention to the condition of the cartons and pallets and note any that are opened or look like they may have been damaged during transit. Note this on the B/L and bring to the driver's attention before signing your name. Make sure that the driver notes any open / broken or shortages and gives you a copy of the B/L that you signed. Carriers are now requiring pictures of damaged shipments and they require that it is noted on the delivery receipt or claims will be denied.
4. If you suspect possible concealed damage, you need to open the carton and inspect the contents. Note the damage on the B/L and tell the driver before you sign for it. Then contact us right away.
5. Contact Extol of Ohio Inc. immediately if any cartons are short, opened or damaged. Call us at 800-486-9865.



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LTL Carriers –

LTL stands for “Less than truck Load” and are used for shipments that do not take up most of a trailer. Pallets as well as loose cartons can be shipped via LTL. LTL carriers pick up shipments and take them to a distribution center and then transfer the shipments onto other trailers that are directed towards the delivery location. There can be multiple distribution centers involved before it gets to the destination. Delivery times can be from 1 to several days based on the distance and destination.

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UPS –

1. Follow the same procedures as LTL shipment, paying special attention to the condition of the cartons and note any that are opened or look like they may have been damaged during transit. Note this on the B/L and bring it to the driver’s attention before signing your name. Make sure that the driver notes any open / broken or shortages.

**YOU MUST COUNT THE CARTONS AND PALLETS AND MAKE NOTE OF ANY
DESCREANCIES WITH THE DRIVER AND NOTE IT ON THE B/L BEFORE SIGNING
YOUR NAME!**





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Extol of Ohio Inc includes packing slips with their shipments. Packing slips show what has been shipped and what has been back ordered. Quantities and contents are also marked on the side of each carton. Review the packing slip and compare it against what has been received.

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