

Warehouse receiving damage record

A practical worksheet for documenting an arrival condition and routing the follow-up. Complete the fields that fit your site process.

SAFETY FIRST Stop and follow site escalation rules for unstable loads, leaks, exposed hazards or unsafe access. Do not move or open freight just to improve a record. Document only when it is safe and authorized.

01

IDENTIFY THE SHIPMENT
Keep the record tied to the load, its paperwork and the receiving event.

RECEIVING DATE AND LOCAL TIME _____	FACILITY AND DOCK _____
CARRIER _____	TRAILER / CONTAINER REFERENCE _____
BOL / PRO / TRACKING NUMBER _____	PO / ASN / DELIVERY REFERENCE _____
SEAL NUMBER AND OBSERVED CONDITION _____	RECEIVER / SHIFT _____
EXPECTED PALLETS OR CARTONS _____	COUNT AT ARRIVAL _____

02

BEFORE UNLOADING OR OPENING
Capture the arrival state when safe and allowed by site procedure.

☐ Wide view of load and pallet	☐ Label / tracking reference
☐ Affected side(s) in context	☐ Close-up of each visible defect
☐ Wrap, pallet base and packaging	☐ Seal, leak or wetness noted

03

OBSERVED CONDITION
Describe what is visible; leave cause and responsibility for the investigation.

PACKAGE / ITEM ID	LOCATION ON LOAD	WHAT WAS OBSERVED

Examples: "carton 4, lower corner crushed"; "wrap torn on east side"; "inner foam visible." Record movement or opening that occurred before discovery.

Inspection, evidence & follow-up

Use this page to record later findings and point to related files or reports.

04

AUTHORIZED OPENING OR INSPECTION

Complete only when the load is safe and the action is authorized.

☐ Exterior condition recorded first	☐ Opening followed site procedure
☐ Inner packaging / bracing captured	☐ Product and part identifiers recorded
☐ Lot / serial number captured	☐ Quality results saved in the quality record

Visual documentation does not replace measurements, sampling, acceptance criteria or a quality disposition.

05

QUANTITY AND IDENTITY CHECK

Record the comparison source as well as the observed count.

ITEM / PACKAGE	EXPECTED	COUNTED	SOURCE / REFERENCE	DIFFERENCE

06

EVIDENCE REGISTER

Use file names, record links or another reference your team can retrieve.

FILE / RECORD REFERENCE	VIEW OR PROCESS MOMENT	CAPTURED BY / TIME

07

DISPOSITION AND NOTIFICATIONS

Follow the authority and escalation path defined by your organization.

☐ Hold	☐ Quarantine	☐ Further inspection	☐ Other action under site procedure
-------------------------------	-------------------------------------	---	--

TEAM / PARTY NOTIFIED	CHANNEL AND DATE/TIME	REFERENCE / NEXT ACTION

Scope: This worksheet records observations; it is not a carrier claim form. Requirements and deadlines vary. For claims within 49 CFR Part 370, a delivery-receipt damage notation alone does not meet § 370.3 minimum claim elements. Check your contract and current carrier instructions. [Read current eCFR text.](#)