



150 Dascomb Road
Andover, MA 01810

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WINTER FREIGHT INSPECTION PROCEDURES

During the winter months, it is important to be even more diligent when signing for incoming shipments. While the freight line is still at your facility, please carefully check the incoming shipment for all contents. Please be sure to review all shipments for:

- Appropriate number of skids
- Damage or Shortage / Missing Material / Overages
- Freeze Watch Indicator activation – during cold months, used only on “protect from freeze” products.



SIGNING PAPERWORK

1. Notifying carrier of exception/issue:
 - a. The **Freight Line's Proof of Delivery Receipt (POD) must be properly signed** by your Receiving Personnel while the carrier is still on your premises at the time of delivery. If there is an electronic device to sign instead of the paper POD – you must ask the trucker to call his/her office to notify of exception.
2. Please notify ICP within 24 hours (of delivery) of any type of discrepancy.
3. **Signing the ICP Packing Slip/BOL with any discrepancies is NOT recognized by the freight companies.**
4. Once the paperwork is signed and the freight line leaves your facility, legal ownership of the material belongs to the receiving party.
5. Without properly signed paperwork, ICP has no recourse with the carrier to file freight claims for missing, damaged, or frozen material.

WHILE THE FREIGHTLINE IS STILL AT YOUR FACILITY

1. A shipping “problem” or discrepancy is discovered when an ICP order is received. (This could be frozen, missing, or damaged freight.)
2. While the carrier is still on your premises, properly sign the Freight Line's POD (Delivery Receipt) at the time material is received using the following suggested guidelines:
 - a. **MISSING FREIGHT:**
 - i. Write on the POD or carrier must call into their office in case of electronic device:
 1. “MISSING” - then list the exact product and quantities involved.
 2. If possible, please take pictures of each side of the pallet.
 - ii. Contact Customer Care Team (service@choiceadhesivescorp.com). They will document your information.
 - iii. **NOTE:** using “Subject to Inspection” or “Subject to Count” is **NOT** accepted by carriers.
 - b. **DAMAGED FREIGHT:**
 - i. Write on the POD or trucker must call into their office in case of electronic device:



1. "DAMAGED"
 2. Refuse any portion that appears damaged. If freight line will not allow refusal of damaged material, refuse entire shipment.
 3. If possible, please take pictures of the damaged material and each side of the pallet.
- ii. Contact Customer Care Team (service@choiceadhesivescorp.com). They will document your information.
 - iii. **NOTE:** using "Subject to Inspection" or "Subject to Count" is **NOT** accepted by carriers.
- c. **FROZEN MATERIAL:**
- i. If the freeze watch indicator is violet in color (see below), it indicates the freight has POTENTIALLY been exposed to weather that could damage the goods. Unless your personnel have inspected the material and see that it is frozen – DO NOT REFUSE THE SHIPMENT. If the indicator is violet:



1. Write on the POD with one word, FROZEN – do not deviate from this description. Or trucker must call into their office in case of electronic device with one word, FROZEN.
2. Contact Customer Care Team (service@choiceadhesivescorp.com). They will document your information.
3. If not already notified, your ICP sales representative will be contacted to investigate the problem.
 - i. Your ICP sales representative will contact your facility and either physically inspect the material in question or request someone within your facility to inspect the material within ten working days. Your ICP sales representative will report their disposition of the shipment in question to the customer care team by e-mail.
 - ii. If the questioned material is deemed to be OK or it has "recovered", your ICP sales representative will advise your personnel that the material can be sold as good stock.
 - iii. If any material is deemed to be damaged or "will not recover", your ICP salesperson must report the specified material and quantities involved to Customer Care. Must also supply the properly signed POD supporting the freight claim as well as the ICP order # involved. We are requesting all correspondence be done through e-mail.

**Please see below - "Notes on Inspection of Frozen Materials."*



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AFTER THE FREIGHTLINE HAS LEFT YOUR FACILITY

1. **HIDDEN DAMAGE, HIDDEN MISSING, HIDDEN FROZEN FREIGHT:**

- a. Any discrepancies (Frozen, Missing, Damaged) should be reported ASAP to Customer Care Team (service@choiceadhesivescorp.com).
- b. **NOTE: There is a 24-hour window to report hidden damaged or missing freight to the carrier.**

ADDITIONAL INFORMATION

1. If not already notified, your ICP sales representative will be contacted to investigate the problem.
2. If replacement material is needed for the damaged goods, your Purchasing Department should place a new order accordingly.
3. Your ICP sales representative or Customer Care Team will ask your personnel to palletize and prepare to return the shipment of damaged goods once the carrier has cleared or made a decision regarding the claim.
4. Customer Care will initiate a Return BOL / Freight Line / Pick-up Date and advise your ICP sales representative and/or your personnel when material will be picked-up.
 - a. NOTE: Some carriers may reserve the “right to inspect” material before it is removed. Please **DO NOT** dispose of material until the claim has been finalized.

***NOTES ON INSPECTION OF FROZEN MATERIALS**

1. In most cases, our products will not be damaged unless they have been exposed to a deep freeze.
2. Most of the products we sell are freeze-thaw stable. There are some products that, when frozen, will not “recover” to a usable form.
3. When reporting a missing, damaged, or freezing claim, please provide the PO or invoice number so we have a record of what goods were on the shipment. We can then advise which goods would be the first items to inspect.
4. The most sensitive products to freezing are as follows:
 - a. Water-Based Contacts (F-180, HY-31N, 318T, F160, HY30, 301, 7709TG, etc.): These products should be the first to be inspected as they will not “recover.” They may be frozen solid or have solid rubber floating in them.
 - b. Water-Based Wood Glues (Golden Glue, GG Exterior, XA2600): These products are sensitive to freezing but are freeze-thaw stable (please refer to individual Product Data Sheets). Bring them back to room temperature and agitate until homogeneous. Please contact your sales rep for further instructions.
 - c. Solvent-Based Contacts: Some contacts are more susceptible to freezing than others. Our F150 and 563 products will freeze if they see 20°F for a prolonged period. Others may need to see 0 – 10°F to be damaged. If so, the product will look very slushy while still frozen, or as it warms may produce a thin clear solvent layer on top.
 - d. If A.) and/or B.) appear to have no damage, then solvent contacts or canisters should not need to be inspected.
5. If you have inspected “A. Water-Based Contacts” above and they look to be fine, then all other materials should also be usable and can be placed into stock. Please be sure you notify ICP, or your sales rep so no further action is taken.
6. If you have any questions, call Customer Care at 800-330-5566 or your sales rep for further instructions.