

## RECEIPT AND INSPECTION OF GOODS

### Delivery inspection

The receipt of goods includes the transfer of the goods to a storage room and their visual inspection. If the packaging is wet, damaged, dented, or poorly lashed, it is advisable to make a note of this on the waybill. This ensures that the consignee is not liable for any damage that has occurred before the delivery of the goods. The condition of the goods should therefore be checked as soon as possible.

In general, thorough quality inspections are no longer conducted upon the arrival of goods. The focus of quality management has shifted from quality control to error prevention, as product quality is often agreed with the supplier. Therefore, for example, it is not necessary to carry out an immediate quality inspection for any components delivered for production; a compensation claim can be made later if any defects are detected during production. (Logistiikan maailma, 2021)

### Notice of loss or damage

The consignee must check that the number of packages, and the package labels, correspond to the information provided on the waybill. The consignee should also visually check the condition of the packaging and its contents. Any defects must be recorded on the waybill before signing it. If an electronic waybill is used, or if no waybill is used for domestic transport, any loss or damage must be notified to the driver in a reliable manner. If the consignment is not accompanied by a waybill, the notice of loss or damage can be made, for example, by email to the transport company or sender. It is always a good idea to include photos of the defect or damage. This will facilitate the processing of the compensation claim. In brief, a notice of loss or damage is a document that indicates if there are any discrepancies between the delivered goods and the information provided on the waybill.

During transport and handling, packages may suffer impacts, and be exposed to moisture and dust. Light, odours, and pests may also damage certain products such as foodstuffs. Packaging ensures the safety of products, and you can often tell from the packaging whether the product is damaged. (Logistiikan maailma, 2021)

Packaging should protect products from mechanical, chemical, biological, and climatic stresses:

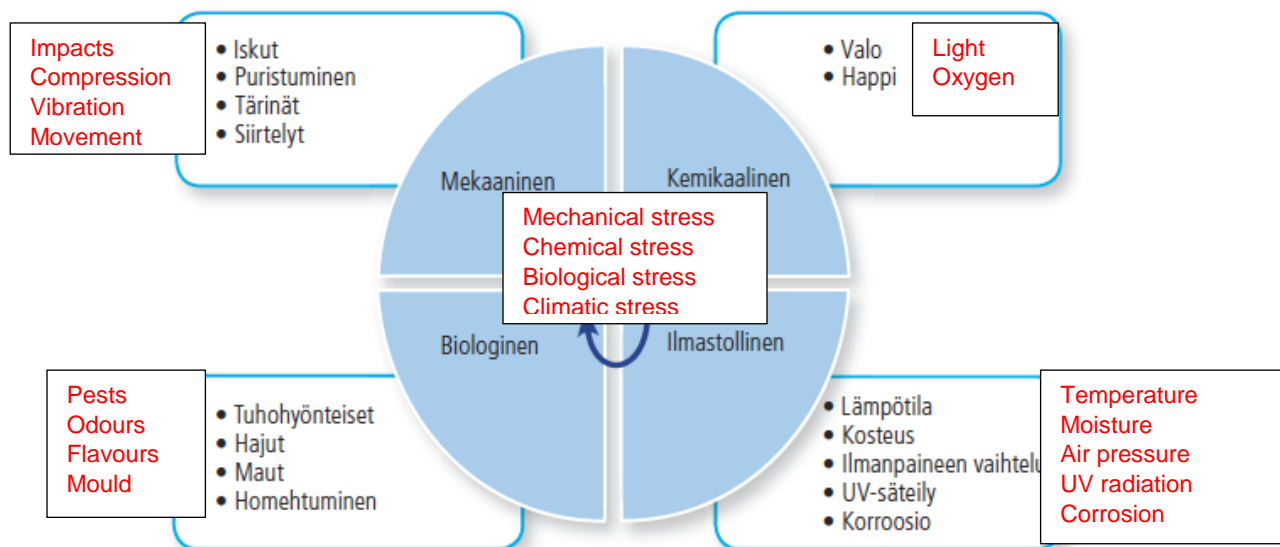


Figure 1 Transport stresses (Logistiikan maailma, 2021).



Figure 2. Damaged Fedex Package by bronser.



*Figure 3. Damaged package by THE Holy Hand Grenade!*