

# PIXELLE WET PAPER AND DAMAGE POLICY

OCTOBER 2025

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**pixelle**  
SPECIALTY SOLUTIONS®

# PIXELLE SPECIALTY SOLUTIONS® WET PAPER AND DAMAGE POLICY

It is the responsibility of the consignee to **thoroughly inspect each shipment immediately upon arrival** while the driver is still on site. Any damage that is not of a concealed nature must be noted on the carrier's delivery receipt, aka the Bill of Lading (BOL) or Proof of Delivery (POD). The truck driver must acknowledge the wet/damaged condition by signing the BOL/POD and should contact their trucking company dispatcher immediately. **For LTL carriers the driver must get an "exception number" from their dispatcher that needs to be written on the POD/BOL.**

A signed packlist is not acceptable, even if the driver signs it, as it is not a legal, binding document.

For wet or damaged delivery by truck or container, the consignee must use the accompanying packlist(s) and mark each affected item on the respective packlist writing either "damaged" or "wet" beside each affected item, depending on the issue. This will ensure that the correct items get reported and properly documented in the claim.

Notes on the BOL/POD stating something like "subject to inspection" are not accepted.

Consignee must take color digital photos showing the damage to the packaging, including the headers for rolls, as well as the damage to the paper itself.

Photos need to clearly show how the wet/damaged condition affects the ability to be able to use the product.

If there is evidence that the condition of the trailer/container contributed to the wet paper/damage, supporting photos must be provided with the claim (i.e. wet trailer floor, holes in the trailer roof, etc.). Please ensure the camera is set up to display the correct date on the photos as photos showing a date other than the delivery date cannot be used to validate a claim.

All transit claims should be filed directly with the carrier, **however as a courtesy to our customers**, PIXELLE can file a claim against the carrier on behalf of our customer. PIXELLE will negotiate the claim with the carrier and issue credit to our customer upon final settlement.

Wet or damaged product MUST be held for carrier disposition even if credit has been issued prior to final settlement of the claim.

Wet or damage that is of a concealed nature and not apparent upon receipt of the product must be reported within 15 days from the date of delivery. Photos must be taken immediately upon discovery and submitted as evidence.

Claims submitted for damage that **should** have been seen at the time of receipt (obvious damage) but not noted on the POD/BOL and reportedly not seen until after the driver left may not be honored.

PIXELLE cannot file claims on behalf of our customers unless we are named as the shipper. We cannot accept claims for collect shipments hauled by a customer appointed carrier.

Claims for product delivered to a customer warehouse and later shipped to another customer who reports damage upon arrival at their facility may not be honored as there is no way to be certain where the damage may have occurred.

If the damage is such that most or some of the product is usable, please follow the instructions for initial reporting and documenting the damage, then slab off damaged portions of rolls, or remove damaged reams from cartons, using what can be used. Report the total loss in weight or inches for rolls, number of reams for sheets, and number of sheets for skid paper.

Labor for slabbing may also be included in the claim but must be reasonable and listed separate from paper losses (i.e., itemized). If the damage is such that none of the product can be used, please follow the instructions above for initial reporting and documenting and **receive in the product**. PIXELLE will work with the carrier to remove the wet/damaged product.

# BREAKING DOWN THE POLICY

Our warehouse loaders are required to do thorough inspections on every trailer before they are loaded, and to sweep out every trailer before use. Any trailer that does not pass our inspection will be pulled from service, and the carrier contacted to remove the trailer or repair it on site. Once repaired, the trailer is again inspected to verify the repairs are adequate. Incidents however can occur during transit that can affect the condition of the trailer and therefore the paper.

Our expectation is that our products arrive at your dock in good, usable condition without any issues occurring during transit. Unfortunately, that is not always the case. For that reason, we depend upon our customers to inform us when there are issues that arise during transit. We cannot resolve issues that we are not made aware of, nor can we make informed decisions regarding which carriers best serve the needs of our customers.

## OUR REQUIREMENTS

**Policy Reference:** *It is the responsibility of the consignee to thoroughly inspect each shipment immediately upon arrival while the driver is still on site. Any damage that is not of a concealed nature must be noted on the carrier's delivery receipt, aka the Bill of Lading (BOL) or Proof of Delivery (POD). The truck driver must acknowledge the wet/damaged condition by signing the BOL/POD and should contact their trucking company dispatcher **immediately**. For LTL carriers the driver needs to get an "exception number" from their dispatcher which needs to be written on the POD/BOL.*

Carriers are becoming stricter on claims, their requirements have changed therefore ours must change as well. What Pixelle is asking of our customers is no different than industry standard requirements.

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*A signed packlist is not acceptable, even if the driver signs it, as it is not a legal binding document.*

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**Policy Reference:** *For wet or damaged delivery by truck or container, the consignee must use the accompanying packlist(s) and mark each affected item on the respective packlist writing either "damaged" or "wet" depending on the issue. This will ensure that the correct items get reported and properly documented in the claim.*

Using the packlist to mark affected product makes sure the information reported is accurate, the right materials and product id's and weight.

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*Notes on the BOL/POD stating something like "subject to inspection" are not accepted.*

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Every item affected must be noted at the time of receipt. Items cannot be added later as the carrier will only pay for what is noted on the BOL/POD at the time of receipt.

**Policy Reference:** *Consignee must take color digital photos showing the damage to the packaging, including the headers for rolls, as well as the damage to the paper itself.*

Black and white or scanned photos are not acceptable as the wet paper or damage is not clearly visible showing the extent of the water damage/damage.

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*Photos need to clearly show how the wet/damaged condition affects the ability to be able to use the product.*

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When only packaging is affected, carriers will not pay for packaging. Photos must clearly show the damage to the paper itself.

# BREAKING DOWN THE POLICY

## REQUIREMENTS FOR RAILWAY

The best chance for a successful rail claim is to notify the rail carrier on each affected rail car within 24 hours of delivery.

The documentation required will be similar to that of a truck. However, some additional steps are required to notify the rail carrier.

Consignees can provide notice to rail carriers. However, some carriers require an online account. While Pixelle can submit the notice, if the Consignee has the ability to do so, it will help the chances of a successful claim.

If the Consignee provides notice to the Rail Carrier, please submit a copy of that notice confirmation with the other claim materials to Pixelle.

Please note that the notice to Rail Carrier is not a claim to Pixelle; it is only confirmation of an issue. The claim notice, photos, and documents must also be sent to Pixelle to file an official claim.

Documentation should include any paperwork; photos of Car number; rolls, damage, door, dunnage, placement location of material in rail car.

Each rail provider may have a different process.

# BREAKING DOWN THE POLICY

## WET PAPER

### Wet Trailer

**Policy Reference:** If there is evidence that the condition of the trailer/container contributed to the wet paper/damage, supporting photos must be provided with the claim (i.e. wet trailer floor, holes in the trailer roof, etc.) Please ensure the camera is set up to display the correct date on the photos as photos showing a date other than the delivery date cannot be used to validate a claim.

A photo showing the trailer number will help support the claim. It is hard for the carrier to argue if their trailer number is shown in the photos along with the wet floors or damaged areas.

While some wet trailers are obvious and easy to spot as in the photos below, that isn't always the case.



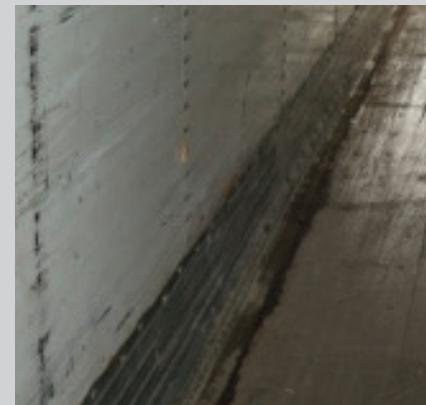
# BREAKING DOWN THE POLICY

## WET PAPER (cont.)

### Wet Trailer (cont.)

Our expectation is that as the receiver is unloading Pixelle products, they are paying attention to the condition of the trailer or container around the product as they are unloading. Other indications of the possibility of wet paper on the load are shown below.

Rust and/or water in corner and along bottom of trailer wall



Less obvious wet spots on the trailer floor



# BREAKING DOWN THE POLICY

## WET PAPER (cont.)

### Wet Railcar

Documentation should include any paperwork, photos of Car number, rolls, damage, door, dunnage, and placement location of material in the rail car.



# BREAKING DOWN THE POLICY

## WET PAPER (cont.)

### Wet Trailer (cont.)

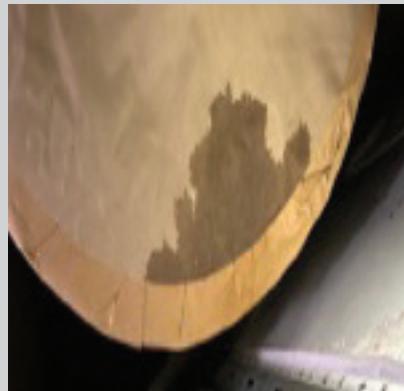
**A quick glance at the trailer roof can also provide obvious signs of potential issues.** It is possible that previous repairs were not sufficient but did not create a problem until the weather conditions were right. It is also possible that damage can occur during transit and the driver may make impromptu repairs or none at all.



Cardboard and duct tape temporary patch on a fiberglass roof.



Check the tops of rolls and floor under patches or damaged areas to make sure water didn't leak through the repairs.



# BREAKING DOWN THE POLICY

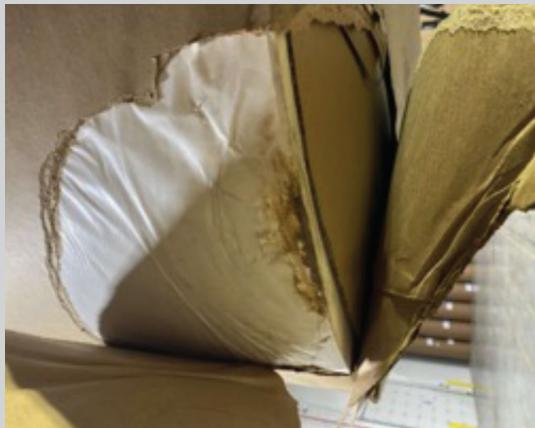
## WET PAPER *(cont.)*

### Wet Trailer *(cont.)*

In many cases, the packaging protects the paper from getting wet. We ask that you note on the BOL/POD the number of rolls (or cartons) that are found to have wet packaging and get the driver's signature. The claim can then be adjusted to reflect only the rolls/cartons where the paper itself is wet. The photo on the left below shows a roll that is wet. The photo on the right is a magnified version of the wet area.



**Wet Roll from Railcar**



# BREAKING DOWN THE POLICY

## DAMAGED PAPER

The expectations are the same for damaged product. Even the slightest damage must be noted on the BOL or POD. Noting it and getting the driver to sign is not necessarily an admittance of responsibility on the carriers part. It is to acknowledge that the damage was done prior to delivery and the receiver did not cause the damage during unloading. The load should be looked over as much as possible while the paper is still on the trailer. If damage is observed, take photos of the product on the trailer and make the driver aware, note it on the POD and have the driver sign.

Photos taken showing damage while the product is still on the trailer along with photos of the trailer number make it difficult for the carrier to argue the claim if/when they are responsible for the issue.



# BREAKING DOWN THE POLICY

## DAMAGED PAPER (cont.)

Trailer conditions that can cause damage to the product include but are not limited to damaged protruding metal, nails and other debris on the trailer floor, metal corrugated side panels without protective dunnage.



# BREAKING DOWN THE POLICY

## DAMAGED PAPER (cont.)

Once the product is unloaded, look it over thoroughly, to make sure no damage is missed. Most damage to the rolling face of the roll is evident on the wrappers and can be seen even when the rolls are stretch wrapped on a pallet or in a stack stretch wrapped together.



# BREAKING DOWN THE POLICY

## CONCEALED DAMAGE

The only time damage is considered to be “concealed” is if the damage is on the bottom of the roll sitting on the trailer floor or on a pallet where no signs of damage can be seen on the exterior of the roll or if it was underneath the wrappers or header. Photos below show damage to the rolls from nails or debris.



# BREAKING DOWN THE POLICY

## CRUSHED CORES

Not all cores are concealed behind an outer header. It depends on the production path the roll followed. When cores are visible as in the photos below and it is the only roll on the pallet or the stack height is only a couple rolls high the core should be visible to the unloader. A quick glance at the core will tell if the core is crushed. Should it be crushed, the other roll(s) on the pallet should also be checked. If the core is not visible, the shape of the roll or if the roll sits unlevel, can be an indicator to check for crushed cores. Depending upon the length of time the roll has been at the customer location and whether or not it shipped to a customer warehouse before getting to the end user will play a part in determining if a claim will be honored. If the customer reporting the damage core is not the original ship to location, we have no way of knowing how many times the roll was handled prior to shipping to the end user



# BREAKING DOWN THE POLICY

## CARTON/SKID DAMAGE

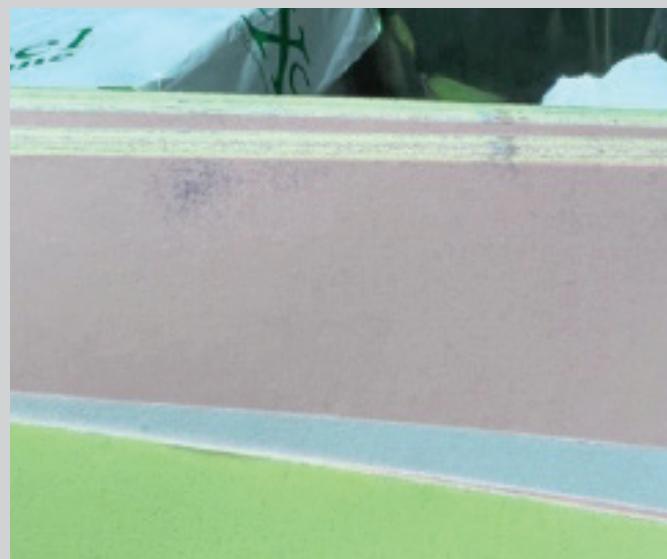
All four sides of pallets and skids should be walked around to make sure the items are in good, acceptable condition, looking closely at the bottom portion of the pallet/skid for fork damage as well as the top of the pallet/skids to make sure no damage occurred if something were set on top.



# BREAKING DOWN THE POLICY

## CARTON/SKID DAMAGE (cont.)

Photos must include the damage to the paper itself for carton products when the damage isn't obvious. Otherwise the carriers believe the damage is limited to the cardboard carton only and will deny the claim.



# BREAKING DOWN THE POLICY

## RAILCAR DAMAGE

Burst airbags are a sign of Rail mishandling

Deflated



If airbag is just flat – no holes – Report it as deflated only.

Burst



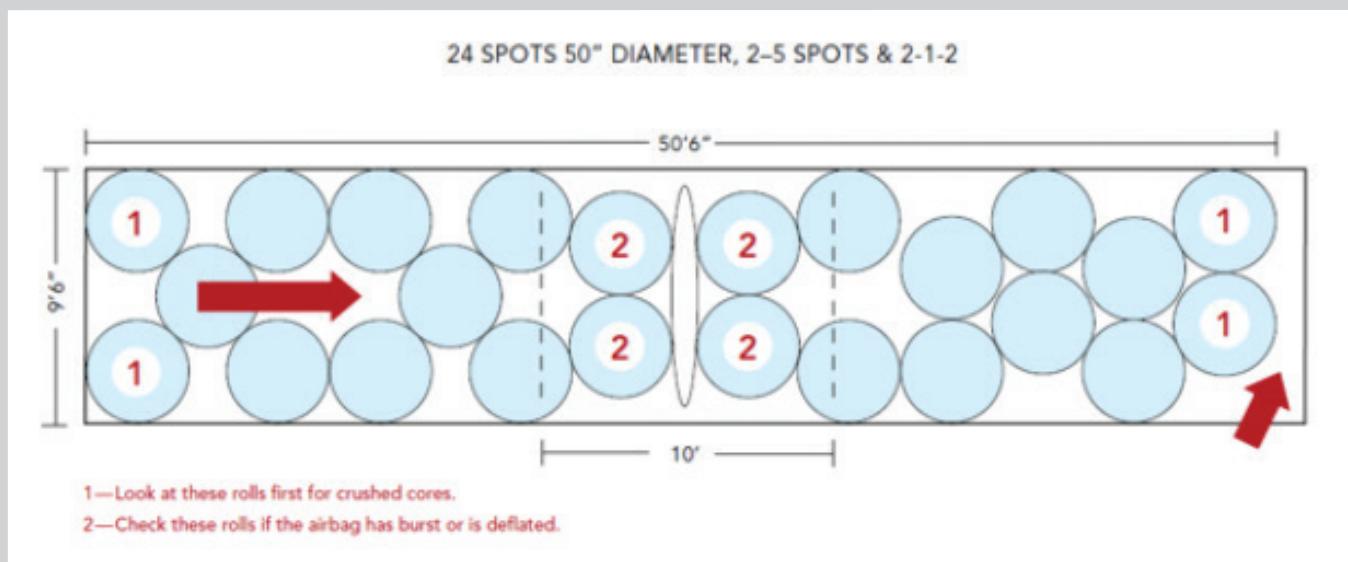
If airbag has burst – Take a picture of the burst airbag.

# BREAKING DOWN THE POLICY

## RAILCAR DAMAGE (cont.)

### Where to Find Crushed Cores in the Railcar

Cores need to be checked with a core checker. You cannot always find a damaged core by visual inspection alone.



- If you find crushed cores, continue to move from the endwall to the middle of the car until you find a good one.
- The bottom layer **should** experience the worst damage. You still need to check the top layers.
- A gap at the endwall could have shifted ends from where it originated. Make sure to check both endwalls for crushed cores.

# BREAKING DOWN THE POLICY

## PROPER DOCUMENTATION

Properly documenting wet or damaged paper is critical. Below are examples of the required documentation for truckload deliveries. Writing the issue on the BOL/POD and getting the drivers signature. Marking the wet or damaged items on the packlist ensures the claim is correct.

### Truckload Wet Paper Documentation

<b>SHIPPER'S BILL OF LADING IS NOT NEGOTIABLE</b> subject to this Bill of Lading and any <b>CONTRACT(S)</b> between Shippers and Carrier in effect on the date of shipment, covering the property name herein, and as intended ready for filing or record RECEIVED, subject to the classification and the tariff in effect on the date of the issue of the Original Bill of Lading. The property is shipped in accordance with the <b>TERMS AND CONDITIONS</b> of the <b>TRUCKLOAD</b> (or <b>TRAILER</b> if otherwise unknown), marked, consigned, and destined as indicated below, which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery, and to return to Shippers or to the consignee, as the case may be, the property when it is no longer needed, or as may be agreed, to no such carrier of all or any of said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the <b>TRUCKLOAD</b> (or <b>TRAILER</b> if otherwise unknown) and <b>TERMS AND CONDITIONS</b> of the <b>TRUCKLOAD</b> (or <b>TRAILER</b> if otherwise unknown) in effect on the date hereof. If this is a rail or a rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment, shipping in accordance with the <b>TERMS AND CONDITIONS</b> of the <b>TRUCKLOAD</b> (or <b>TRAILER</b> if otherwise unknown) in the classification or tariff which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by the shipper and accepted for themselves and their assigns.				
Ship Date : 1/5/2024	Carrier - AMI FREIGHT INC Vehicle ID 5322320	STCC 2621345	Freight Terms PREPAID	Page 1 of 1
<b>Seals:</b> <b>Route</b> <b>TRUCKLOAD</b>				
<b>Ship From</b> Pixelle Chillicothe Area 1 shipping AREA 1 SHIPPING 232 Eighth Street CHILLICOTHE OH 45601 US		<b>Send Freight Bill to:</b> Pixelle Specialty Solutions 228 South Main Street Attention: Logistics Department Spring Grove, PA 17362 US		
<b>Stop 1 of 1</b> RJ Morris 1 Fairfield St EAST HARTFORD, CT 06108 US		UOM Wgt Qty Product Customer PO Freight Class ROLLS 42,732 40 Printing Papers BROADRIDGE, CT RJM 55 <i>30 1. PACK SIGNED WET</i> MUST CALL FOR A DELIVERY APPOINTMENT 860-299-7546		
<b>Load Total:</b> Units/ Pkgs: 40 Gross: 42,732 Tare: 100		WEIGHT SUBJECT TO VERIFICATION BY THE APPLICABLE WEIGHING BUREAU ACCORDING TO AGREEMENT. THE ACTUAL GROSS CARGO WEIGHT OF CONTAINER/TRAILER IS CERTIFIED BY THE SHIPPER OR AN AGENT DESIGNATED HEREIN. A DESCRIPTION OF THE CARGO COMPRISING THIS SHIPMENT IS SE FORTH ABOVE  Signature of Carrier, no exception if left blank  If the shipper consignee or two parties by a carrier, by whom the law requires that the bill of lading shall be issued, certify that it is "carrier's or shipper's weight." * The fibre boxes used for this shipment conforms to the specifications set forth in the box makers' catalog, manual, and all other requirements of Underwriters' Freight Classification. * Shipper's Imprint in lieu of stamp, not a part of bill of lading approved by the Interstate Commerce Commission.		
<i>1 WET PACK 233M25092F 233M25092G WET</i> <i>PICTURES SENT TO PIXELLE</i> <i>Jeffrey S. Konzider</i> <i>RJ Morris TRUCKING</i> <i>RIVER Jones</i> <b>SHIPPER</b> Traffic Manager <b>THIS BILL OF LADING IS TO BE SIGNED BY THE CARRIER OR AGENT OF THE CARRIER ISSUING SAME</b> <b>Per PIXELLE SPECIALTY SOLUTIONS</b> PERMANENT POST OFFICE ADDRESS OF SHIPPER (Signature) (Print Name) (Date/Time) CARRIER NAME _____				

Pixelle Specialty Solutions LLC					
Packing List			Area 1 shipping		
Customer Order No.	Ship Date	Order No.	Shipment No.		
BROADRIDGE, CT		S113729-04	0874074715		
Carrier: AMFK Vehicle ID: 5322320	Publisher: Certification:		Seals:		
Sold To: 999999 Stock Customer 228 S. Main St. Spring Grove, PA 17362 US			Ship To:		
Size Diameter Basis Wt Grade: PXEN-024.C056- 16 50 24.0 Pixelle Enhanced G56 White 24 lb PPE: 0 Ordered: 175,960 LBS Shipped: 42,732 LBS 40 Rolls Article # 232784 Delivery # 1074863-1					
Package #	Bundle Wgt	Net Wgt	Roll Number	Splices	Linear Feet
1	2,157	1,079	233M25093A*	0	38,450
		1,078	233M25094A*	0	38,498
2	2,169	1,085	233M25093B*	0	38,450
		1,084	233M25093C*	0	38,450
3	2,153	1,077	233M25093D*	0	38,450
		1,076	233M25093E*	0	38,450
4	2,165	1,083	233M25094B*	0	38,498
		1,082	233M25094C*	0	38,498
5	2,149	1,075	233M25094D*	0	38,498
		1,074	233M25094E*	0	38,498
6	2,159	1,080	233M25094F*	0	38,498
		1,079	233M25094G*	0	38,498
7	2,161	1,081	233M25094H*	0	38,498
		1,080	233M25094I*	0	38,498
8	2,161	1,081	233M25094K*	0	38,498
		1,080	233M25094L*	0	38,498
9	2,121	1,061	233M25092A*	0	37,892
		1,060	233M25093A*	0	37,825
10	2,141	1,071	233M25092B*	0	37,892
		1,070	233M25092C*	0	37,892
11	2,121	1,061	233M25092D*	0	37,892
		1,060	233M25092E*	0	37,892
12	2,115	1,058	233M25092F*	0	37,892
		1,057	233M25092G*	0	37,892
13	2,117	1,069	233M25092H*	0	37,892
		1,068	233M25092I*	0	37,892
14	2,113	1,057	233M25092K*	0	37,892
		1,056	233M25092L*	0	37,892
15	2,135	1,068	233M25093B*	0	37,825
		1,067	233M25093C*	0	37,825
16	2,117	1,059	233M25093D*	0	37,825

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# BREAKING DOWN THE POLICY

## PROPER DOCUMENTATION (cont.)

### Truckload Documentation for Damaged Items

090 (H4)

<b>SHIPPER'S BILL OF LADING IS NOT NEGOTIABLE, RECEIVED subject to the Bill of Lading and any CONTRACT(S) between Pixelle and Carrier in effect on the date of shipment, covering the property and goods described on this Bill of Lading, and is to be returned to the Carrier or his agent for cancellation on the date of issuance of the Original Bill of Lading.</b> Pixelle and Carrier in effect on the date of shipment, covering the property and goods described on this Bill of Lading, and is to be returned to the Carrier or his agent for cancellation on the date of issuance of the Original Bill of Lading. The property described below, in apparent good order, except as noted (incurred and condition) of contents of packages unbroken, undamaged, and in apparent good order, and in apparent good condition, and the carrier agrees to accept the property as received, and to return the property to the shipper, in apparent good order, and in apparent good condition, and the carrier agrees to carry to its usual place of delivery at said destination, from its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier and/or its agent, to use all reasonable care in the handling, storage, and delivery of the property, and to use all reasonable care in the handling, storage, and delivery of the property, and the carrier agrees to use all the services to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Straight Bill of Lading set forth (1) in Official, Southern, Western and British Freight Classification in effect on the date hereof, if this is a rail or a rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment. The carrier agrees to use all reasonable care in the handling, storage, and delivery of the property, and the carrier agrees to use all reasonable care in the handling, storage, and delivery of the property, and which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by the shipper and accepted for themselves and their assigns.				
Ship Date : 2/6/2024	Carrier - PRIORITY EXPRESS TRANSPORTATION SER Vehicle ID 5991	STCC 2621345	Freight Terms PREPAID	Page 1 of 1
<b>Seals:</b> Route: TRUCKLOAD				
<b>Ship From:</b> Pixelle Chillicothe Area Shipping AREA 1 SHIPPING 232 Eighth Street CHILlicoTHE OH 46601 US		<b>Send Freight Bill To:</b> Pixelle Specialty Solutions 228 South Main Street Attention: Logistics Department Spring Grove, PA 17362 US		
<b>Stop 1 of 1</b> Pixelle clo Trilways 11201 IBERIA ST, SUITE B Mira Loma, CA 91752 US				
UOM	Wgt	Qty	Product	Customer PO Freight Class
ROLLS	41.982	130	Printing Papers	TRI-WAYS 02/06 55
<b>Load Total:</b> Units/ Pcs: 130 Gross: 41,982 Tare: 114				
WEIGHT SUBJECT TO VERIFICATION BY THE APPLICABLE WEIGHING BUREAU ACCORDING TO APPROVED METHODS OF VERIFICATION. THE WEIGHT OF CONTAINER/TRAILER IS CERTIFIED BY THE SHIPPER ON THE DATE DESIGNATED HEREIN. A DESCRIPTION OF THE CARGO COMPRISING THIS SHIPMENT IS SET FORTH ABOVE				
<small>Carrier's liability for loss of damaged freight is for actual loss, unless otherwise agreed to in writing by Shipper and Carrier. Shipper shall provide a declared value only where the rate is otherwise required by law. The declared value is to be paid by both parties as dependent value. The declared value of property is set specifically by Shipper at the time of consignment or damage.</small>				
<small>Signature of Carrier, no exception if left blank</small>				
<small>If the shipment moves between two points by a carrier by water, the law requires that the Bill of Lading shall state whether it is "carrier's or shipper's weight." + "The fibre boxes used for this shipment are _____, and the carrier is to use _____, and the carrier's certificate thereon, and all other requirements of Uniform Freight Classification." + Shipper's imprint in lieu of stamp, not a part of the Bill of Lading approved by the Interstate Commerce Commission.</small>				
<b>4 ROLLS DAMAGE</b> <b>X Amritjeet</b> <b>Driver</b> <b># 1208</b> <b>SHIPPER: Traffic Manager</b> <b>Per PIXELLE SPECIALTY SOLUTIONS</b> <b>RECEIVING STAMP</b> <b>NAME: Jimenez</b> <b>IN: 090</b> <b>UT: 10:50</b> <b>DATE: 02/12/24</b> <b>BALE/TUZ: 130 Rolls</b>				
<small>THIS BILL OF LADING IS TO BE SIGNED BY THE CARRIER OR AGENT OF THE CARRIER ISSUING SAME</small>				
<small>PERMANENT POST OFFICE ADDRESS OF</small>				
<small>CARRIER NAME</small>				

**Pixelle Specialty Solutions LLC**

**Packing List**

Customer Order No.	Ship Date	Order No.	Shipment No.		
TRI-WAYS 02/06		0249572-04	0876647586		
Carrier: PETV	Publisher:				
Vehicle ID: 5961	Certification:				
Sold To: 115223	Ship To:				
PXELLE - CHILlicoTHE 232 EAST 8TH STREET CHILlicoTHE, OH 46601 US	Pixelle clo Trilways 11201 IBERIA ST, SUITE B Mira Loma, CA 91752 US				
Size	Diameter	Basis Wt	Grade:	MOCR-024.0D56-	Color: D56
9	40	34.0		Laser MOCR 024.0D56 White 24 lb	D56 WHITE
PPL 0	Ordered:	6,012 LBS			
	Shipped:	5,779 LBS	18 Rolls		
Article # 222671		Delivery #	1080514-4		
Package Number	Bundle Wgt	Net Wgt	Roll Number	Splices	Lineal Feet
1	642	321	F33L0618TA	0	22,500
		321	F33L0618TC	0	22,500
2	641	321	F33L0618TB	0	22,500
		320	F33L0618TD	0	22,500
3	641	321	F33L0618TF	0	22,500
		320	F33L0618TZ	0	22,500
4	642	321	F33L0618UA	0	22,500
		321	F33L0618UC	0	22,500
5	641	321	F33L0618VA	0	22,500
		320	F33L0618VC	0	22,500
6	641	321	F33L0618VB	0	22,500
		320	F33L0618VD	0	22,500
7	643	322	F33L0618VE	0	22,500
		321	F33L0618VG	0	22,500
8	649	325	F33L0620TA	0	22,500
		324	F33L0620TC	0	22,500
9	639	320	F33L1717UF	0	22,500
		319	F33L1717UZ	0	22,500
		5,779	18	0	405,000

# BREAKING DOWN THE POLICY

## PROPER DOCUMENTATION (cont.)

### Less Than Truckload Proper (LTL) Documentation

Each LTL carrier has their own version of a POD. Below are examples of POD's that properly documents damages.

Both the customer copy and the driver's copies must have the same notes with driver's signature. The copy the driver scans into their system must mirror what the customer submits.

XPO		DELIVERY RECEIPT		PAGE	PRO NUMBER		
www.xpo.com		XPO CONTRACTUAL COPY		1 OF 1	656-332364		
EQUIP NUMBER	DATE	ORIGIN	DESTINATION	OUR REVENUE	ADVANCE	BEYOND	ROUTE
317-3632	10/12/2023	XHE	XMP				NEM 6
CONSIGNEE		SHIPPER		BILL TO		APPT	
Pixelle Customer		PIXELLE SPECIALTY SOLUTIONS AREA 1 SHIPPING 232 E 8TH ST CHILLICOTHE, OH 45601-3384					
SHIPPER NUMBERS SN# 868800403							
HM	PCS	DESCRIPTION OF ARTICLES AND REMARKS			WEIGHT (LBS.)	RATE	CHARGES
1	1	SKD PRINTING PAPER CLASS 15 TOTAL OTHER REFERENCE NUMBERS: 22 SOLO, 11 XHE, 12 XMP, 6 DRYVAN, 81 0868800403, ME 68800404, 93 AR1, CN 650331364, 94 521472, PO PC0594Q20, OH 104748 *** HAZMAT EMERGENCY CONTACT ME# 868800403 BY DRYVAN SN# 868800403***. TOTAL DISTANCE = 746 MI TRAILER LOADED, READY FOR PICKUP 5 SKDS OR LESS DO NOT REQUIRE APPT E-MAIL: MNPIHSE@MIDLANDPAPER.COM OR CALL 447-777-2410 FOR DELIVERY APPOINTMENT. 1 SKD STC 15 PCS SLC			1 damaged box Exception #LTX 0201105	PPD	
RECEIVED	SHRINK WRAP INTACT?		DELIVERED	TIME	DRIVER SIGNATURE	DATE	
PIECES ACRYLIC DESCRIBED	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		1	PIECES	8/17	WT	10/18/23
FREIGHT IN GOOD ORDER EXCEPT AS NOTED		<input type="checkbox"/> INSIDE <input type="checkbox"/> RESIDENTIAL <input type="checkbox"/> DELIVERY	<input type="checkbox"/> LIFTGATE <input type="checkbox"/> SERVICE <input type="checkbox"/> CONSTRUCTION	CONSIGNEE SIGNATURE	PRINT CONSIGNEE NAME	DATE	
Darrik Robison Darrik Robison 10/18/2023 SUBJECT TO TERMS AND CONDITIONS HEREIN, AND TARIFF CNWY-99 IN EFFECT ON DATE OF SHIPMENT. Robison							

MAIL REMITTANCES TO: (PITTO) 1 HT49064 DR63 PITT OHIO LTL P.O. BOX 1100 PITTSBURGH, PA 15236-1100		PRO NUMBER: 5043434871				
U.S. DOT Hazard Reg. No. 0510215600870F		Page 1 of 2				
SUPPLY CHAIN - GROUND - LTL - TL 1427th STREET - PITTSBURGH, PENNSYLVANIA 15222						
CUSTOMER COPY		REV. 1				
TP	REFERENCE PRO NUMBER	MC	CUSTOMERS SHIPPER NUMBER	MSL OF LADING NUMBER	PRO TYPE	DATE
TP	TP04	5517831		8738009183		12/22/2023
Pixelle Customer						
PIXELLE SPECIALTY SOLUT 232 E 8TH ST CHILLICOTHE, OH 45601						
COL. PXE232 513-503-5795						
ROLL PRINTING PAPERS NOTIFY NIC \$39.00 ON (2) SKIDS SLC CALL FOR APPT PHONE# 717 262 2536 RCV 7AM-6PM TIME IN: 9:30 TIME OUT: STRETCHWRAP INTACT? Y N DRIVER DENIED ACCESS AT TIME OF DELIVERY? Y N						
5 cartons damaged Driver: Rlain Ext# 229356						
*** Continued On Page 2 ***						
REMARKS: CSD						
SHIP	CARRIER	DRIVER	DRIVER'S PER	DRIVER'S INTERCEPTION	DRIVER'S	DRIVER'S
USER	PIECES LOADED	DRIVER'S SIGNATURE	DRIVER'S PER	DRIVER'S	DRIVER'S	DRIVER'S
REV. PXE228 PIXELLE EDI 100% UBER FREIGHT 228 S MAIN STREET SPRING GROVE, PA 17362						
CUSTOMER COPY						
Sign Here Print Name						
Additional Services Residential Lift-Gate Residential						

# BREAKING DOWN THE POLICY



## PROPER DOCUMENTATION (cont.)

## Less Than Truckload Proper (LTL) Documentation (cont.)

For carriers that use electronic pads, handwritten notes can be made by the receiver on the pad, OR the receiver can have the driver make notes himself and take a photo of the pad and send in with the claim. Sometimes the carrier will also have hard copy POD's where the notes can be made.

 <b>Delivery Receipt</b>	
<b>Pixelle Customer</b>	<b>05/08/2023</b>
<b>OS&amp;D EXCEPTION</b>	
<b>DAMAGED AND KEPT BY CUSTOMER</b>	
Ref #: 31713007 <b>DETAILS</b> Count: 1 Type: Other Description: 1 CARTON DAMAGED	
<b>END OS&amp;D EXCEPTION</b>	
BOL #: 0858498408 PO #: 2640204	
Units: 1 Pieces: 3 Prepaid/Credit: P	
Shipper #: 12526695 PIXELLE AREA 1 SHIPPING 232 E 8TH ST CHILLICOTHE, OH 45601	
<b>DR DETAILS</b>	
handling units: 1 of type skid shipper load & count indiv. pack: 3 cts	

Railway Documentation for Damaged Items

- Photos of door
- Photos of trailer/car ID
- Photos of rolls in trailer
- Photos of roll label
- Photos of damage on header(wrapper AND white paper)
- Signed BOL noting damage
- Proof of notification to rail within 24hrs
- Diagrams of roll placement/damage if applicable

# BREAKING DOWN THE POLICY

## PROPER DOCUMENTATION (cont.)

### Less Than Truckload Proper (LTL) Documentation (cont.)

Do not provide the carrier with a value of the affected items. Do not provide a weight for the driver to put on the POD. The receiver may not know the actual value or the weight of the total damage.

What is written on the BOL/POD is what the carrier will honor the claim for. If you are not sure of the exact number of damaged cartons guesstimate higher than what is obvious. If 3 is noted and it turns out to be 10, 3 is all they will pay for.

**If the driver will not wait** while you verify the condition of your load, check over the load as much as possible while it is still on the truck. Only unload one pallet/stack at a time, look over it before unloading the next. Do the same until everything is unloaded.

**If the driver refuses to sign the BOL/POD** - note the damage or wet paper and write "Driver refused to sign" and we will address that with the carrier.

## Filing the Claim

**Policy Reference:** *All transit and damage claims should be filed directly with the carrier, however as a courtesy to our customers, PIXELLE can file a claim against the carrier on behalf of our customer. PIXELLE will negotiate the claim with the carrier and issue credit to our customer upon final settlement.*

*Wet or damaged product MUST be held for carrier disposition for 60 days even if credit has been issued prior to final settlement of the claim.*

If the wet/damaged items are disposed of and not held as required, the carrier will not pay the claim. Carriers have a legal right to the salvage when they are responsible for the wet/damaged paper. If credit is issued before the claim is resolved with the carrier and the carrier wants the salvage but the customer disposed of it anyway, a debit memo may be issued and future credits for transit claims held until the carrier pays the claim.

Submit ALL required documents in 1 initial email and send **directly** to ProductAssurance@pixelle.com.

**Note:** You may copy your CSR or Sales Rep but send the claim directly to the respective group defined above. Claims are time sensitive when filing with carriers and/or addressing with our shipping personnel. All issues are to be reported immediately so they can be promptly addressed.

# BREAKING DOWN THE POLICY

## PROPER DOCUMENTATION (cont.)

### Filing the Claim to the Railway

The best chance for a successful rail claim is to provide notice to rail carrier on each affected rail car within 24 hours of delivery.

Documentation required will be similar to that of a truck, however, some additional steps are required to provide notice to rail carrier.

Consignee can provide notice to rail carrier, however, some carriers require an online account. While Pixelle can submit the notice, if the Consignee has ability to do so, it will help chances of a successful claim.

If Consignee provides notice to Rail Carrier, please submit a copy of that notice confirmation with the other claim materials to Pixelle.

Please note, the notice to Rail Carrier is not a claim to Pixelle, only confirmation of an issue. The rail claim notice, photos, documents will also need to be sent to Pixelle to file an official claim.

- Documentation should include any paperwork; photos of Car number; rolls showing roll ID, damage, doorway shots, dunnage, placement location of material in rail car. When emailing the carrier, include the railcar number in the subject line of the email.

Each rail provider may have a different process.

Carrier Name	email	website	phone
BNSF	<a href="mailto:Lars@bnsf.com">Lars@bnsf.com</a>	<a href="http://www.bnsf.com">www.bnsf.com</a>	800-795-2673
Canadian Pacific	<a href="mailto:contact_dpfc@cpr.ca">contact_dpfc@cpr.ca</a>	<a href="http://www.cpr.ca">www.cpr.ca</a>	
Norfolk Southern	<a href="mailto:nslss@nscorp.com">nslss@nscorp.com</a>	<a href="http://www.nscorp.com">www.nscorp.com</a>	800-742-6313
Canadian National	<a href="mailto:issys@cn.ca">issys@cn.ca</a>	<a href="http://www.cn.ca">www.cn.ca</a>	514-399-5487
Kansas City Southern	<a href="mailto:kcsrfreightclaims@kcsouthern.com">kcsrfreightclaims@kcsouthern.com</a>		816-983-1825 (Kansas City) 318-676-6133 (Shreveport) 601-933-4741 (Jackson, MS)
Union Pacific	<a href="mailto:jramire@up.com">jramire@up.com</a>	<a href="http://www.up.com/customers/index.htm">www.up.com/customers/index.htm</a>	800-521-6313
CSX	<a href="mailto:exceptions@csx.com">exceptions@csx.com</a>	<a href="http://www.shipcsx.com">www.shipcsx.com</a> <a href="https://sxlogon.csx.com/#/">https://sxlogon.csx.com/#/</a>	800-432-1032 (direct to file claim)

### Filing the Claim (cont.)

**DO NOT short pay claims.** Pixelle MUST have time to investigate and validate all claims. When claims have been properly documented and submitted, credits will be issued once processed. Short paid invoices for claims not properly documented and submitted will result in a debit to the customer.