

PIXELLE WET PAPER AND DAMAGE POLICY

OCTOBER 2025



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.

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

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.

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

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.

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

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

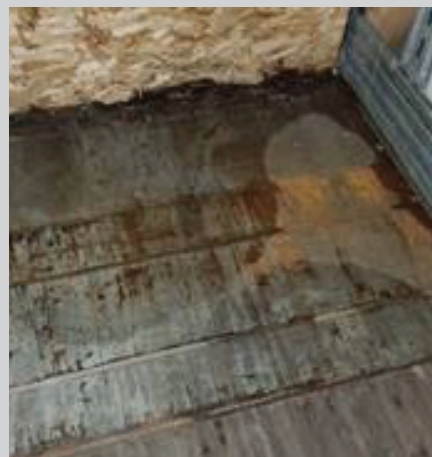
WET PAPER

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.



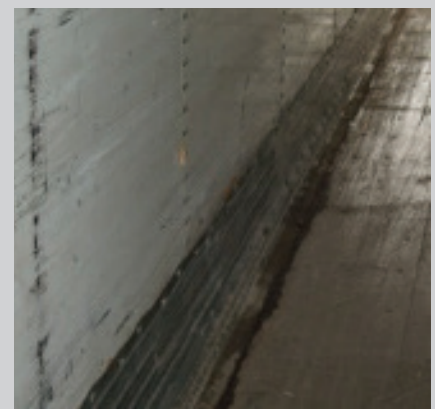
BREAKING DOWN THE POLICY

WET PAPER (cont.)

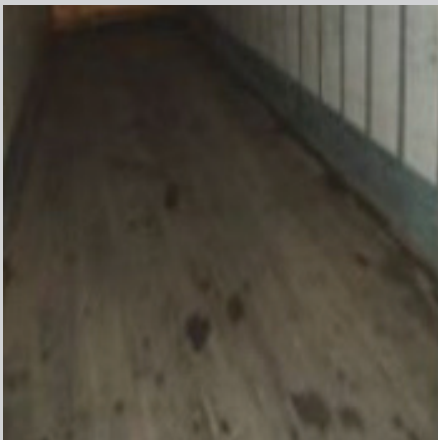
Wet Trailer (cont.)

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

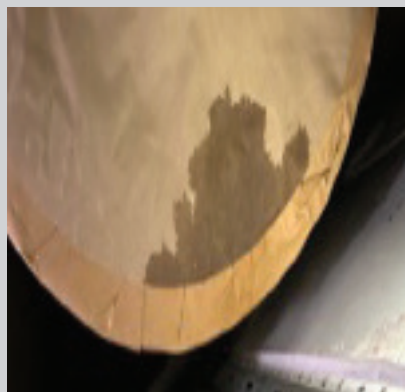
WET PAPER (cont.)

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.



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

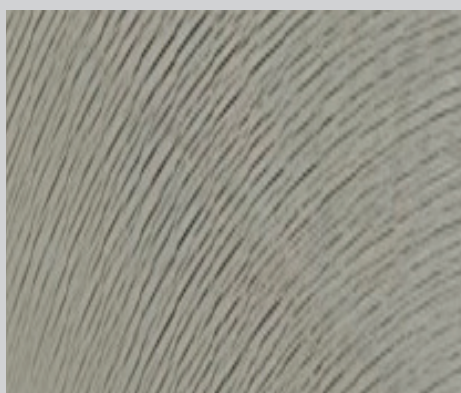


BREAKING DOWN THE POLICY

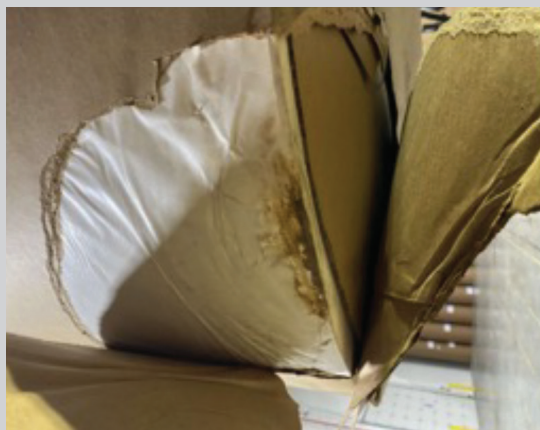
WET PAPER *(cont.)*

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

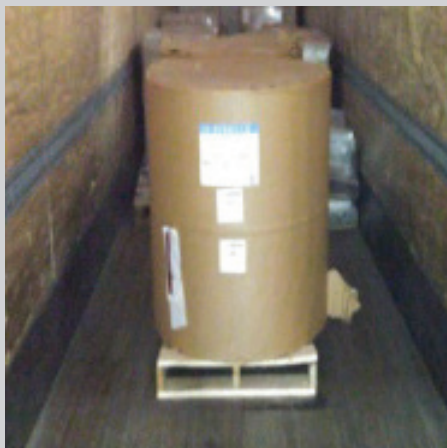
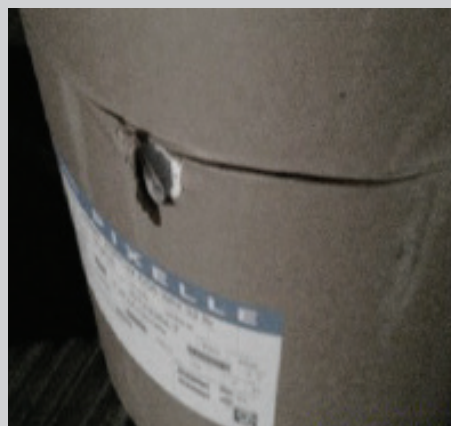


BREAKING DOWN THE POLICY

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.

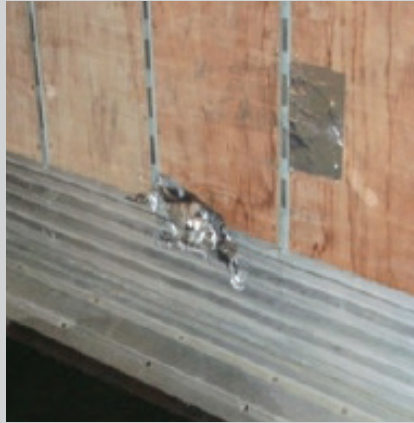
Photos taken showing damage while the product is still on the trailer along with photos of the trailer number make it difficult for the carrier to argue the claim if/when they are responsible for the issue.



BREAKING DOWN THE POLICY

DAMAGED PAPER (cont.)

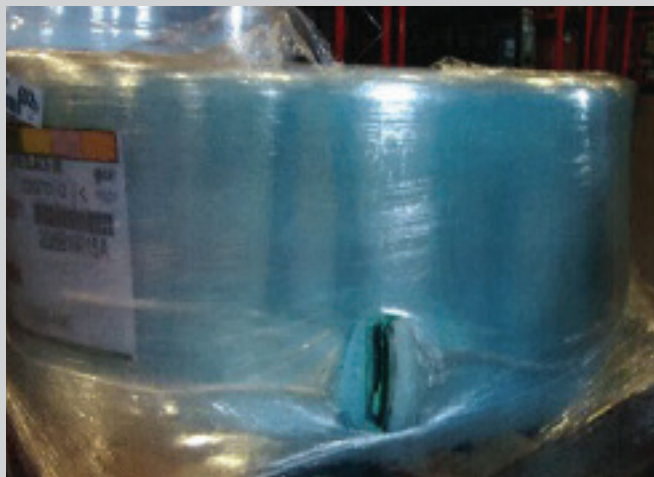
Trailer conditions that can cause damage to the product include but are not limited to damaged protruding metal, nails and other debris on the trailer floor, metal corrugated side panels without protective dunnage.



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

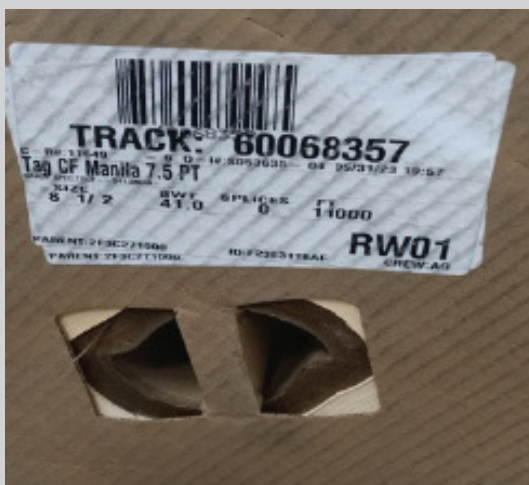
The only time damage is considered to be “concealed” is if the damage is on the bottom of the roll sitting on the trailer floor or on a pallet where no signs of damage can be seen on the exterior of the roll or if it was underneath the wrappers or header. Photos below show damage to the rolls from nails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

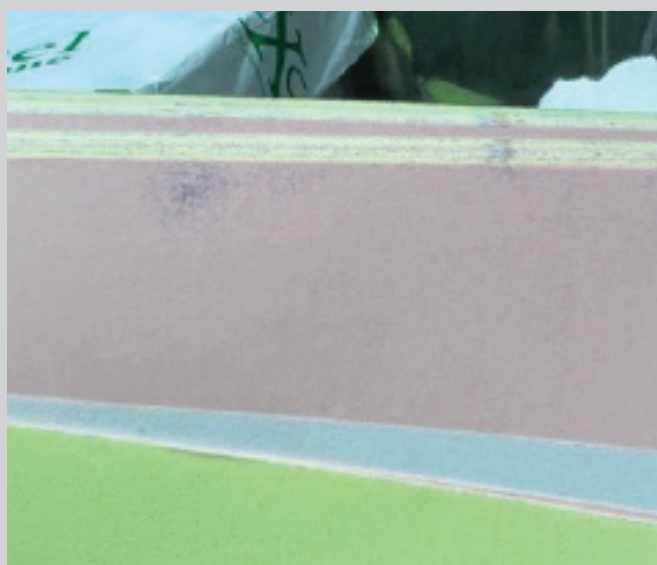
All four sides of pallets and skids should be walked around to make sure the items are in good, acceptable condition, looking closely at the bottom portion of the pallet/skid for fork damage as well as the top of the pallet/skids to make sure no damage occurred if something were set on top.



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



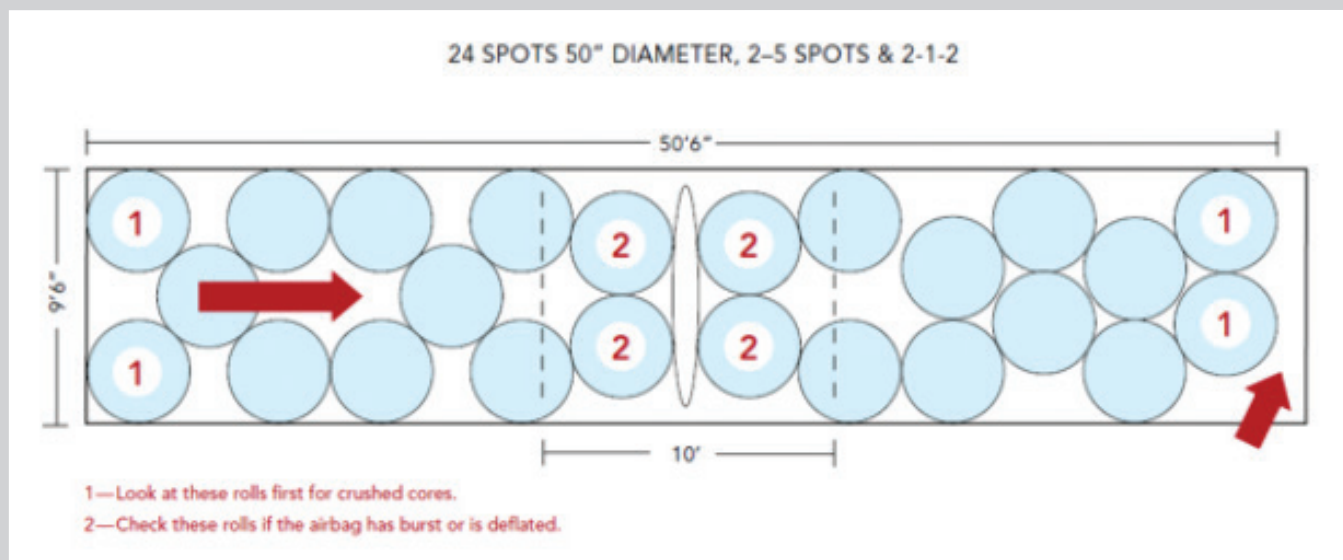
If airbag has burst – Take a picture of the burst airbag.

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

SHIPPER'S BILL OF LADING IS NOT NEGOTIABLE. RECEIVED subject to the Bill of Lading and any CONTRACT(S) between Shipper and Carrier in effect on the date of shipment, covering the property herein, and its intended use 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 described below, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and delivered 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 at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any of said property over all or any portion of said route to destination, and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Freight Bill of Lading set forth (1) in Official, Southern, Western and Illinois Freight Classifications 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. Shipper hereby certifies that they are familiar with all the terms and conditions of the said bill of lading set forth 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.

pixelle SPECIALTY SOLUTIONS™

THIS NUMBER MUST BE SHOWN ON FREIGHT INVOICE FOR PAYMENT TO BE MADE

Load # 0874074715

Ship Date: 1/5/2024	Carrier - AML FREIGHT INC Vehicle ID 5322320	STCC 2621345	Freight Terms PREPAID	Page 1 of 1
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Seals: _____

Route: TRUCKLOAD

Ship From: Pixelle Chillicothe Area 1 shipping AREA 1 SHIPPING 232 Eighth Street CHILLICOTHE OH 45601 US

Send Freight Bill to: Pixelle Specialty Solutions 228 South Main Street Attention: Logistics Department Spring Grove, PA 17362 US

Stop 1 of 1: RJ Morris 1 Fairfield St EAST HARTFORD, CT 06108 US

UOM	Wgt	Qty	Product	Customer PO	Freight Class
ROLLS	42,732		Printing Papers	BROADRIDGE, CT RJM	55

Load Totals:

Units/Pkgs: 40	Gross: 42,732	Tare: 100
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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 ON THE DATE INDICATED HEREIN. A DESCRIPTION OF THE CARGO COMPRISING THIS SHIPMENT IS SET FORTH ABOVE.

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 acknowledged by both parties as dependent value. The declared value of property is set specifically by Shipper at the time of loss or damage.

Signature of Carrier, no exception if left blank.

If the shipment moves between two ports 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 line boxes used for this shipment conform to the specifications set forth in the box maker's certificate thereon, and all other requirements of Uniform Freight Classifications. - Shipper's imprint in lieu of stamp, not a part of bill of lading approved by the Interstate Commerce Commission.

Substitution of rail and/or trailer on flatcar carriage for motor carrier shipments is explicitly prohibited without prior written permission of the shipper.

1 WET Pack 233M25092F
233M25092G WET

PICTURES SENT TO PIXELLE

SHIPPER Traffic Manager: [Signature] JEFFREY S. MORRIS TRUCKING

THIS BILL OF LADING IS TO BE SIGNED BY THE CARRIER OR AGENT OF THE CARRIER ISSUING SAME

For PIXELLE SPECIALTY SOLUTIONS

PREPARED BY: [Signature] (Signature) (Print Name) (Date/Time)

CARRIER NAME: _____

PREPARED POST OFFICE ADDRESS OF SHIPPER: CHILLICOTHE, OH 45601 US

Pixelle Specialty Solutions LLC

Packing List

Area 1 shipping

Customer Order No. BROADRIDGE, CT	Ship Date	Order No. S113729-04	Shipment No. 0874074715
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Carrier: AMPK Publisher: _____

Vehicle ID: 5322320 Certification: _____

Sold To: 999999 Ship To: _____

Stock Customer: 228 S. Main St. Spring Grove, PA 17362 US

Size	Diameter	Basic Wt	Grade:	Color:
18	50	175,900 LBS	PXEN-024.0056- Pixelle Enhanced D56 White 24 lb	D56 WHITE
PPE: 0	Ordered:	42,732 LBS	40 Rolls	

Article # 232784 Delivery # 1074853-1

Package Number	Bundle Wgt	Net Wgt	Roll Number	Splices	Linear Feet
1	2,157	1,079	233M25083A	0	38,450
		1,078	233M25084A	0	38,450
2	2,169	1,085	233M25083B	0	38,450
		1,084	233M25083C	0	38,450
3	2,153	1,077	233M25083D	0	38,450
		1,076	233M25083E	0	38,450
4	2,166	1,083	233M25084B	0	38,498
		1,082	233M25084C	0	38,498
5	2,149	1,075	233M25084D	0	38,498
		1,074	233M25084E	0	38,498
6	2,159	1,080	233M25084F	0	38,498
		1,079	233M25084G	0	38,498
7	2,161	1,081	233M25084H	0	38,498
		1,080	233M25084J	0	38,498
8	2,161	1,081	233M25084K	0	38,498
		1,080	233M25084L	0	38,498
9	2,121	1,061	233M25082A	0	37,892
		1,060	233M25083A	0	37,825
10	2,141	1,071	233M25082B	0	37,892
		1,070	233M25082C	0	37,892
11	2,121	1,061	233M25082D	0	37,892
		1,060	233M25082E	0	37,892
12	2,115	1,058	233M25082F	0	37,892
		1,057	233M25082G	0	37,892
13	2,117	1,059	233M25082H	0	37,892
		1,058	233M25082J	0	37,892
14	2,113	1,057	233M25082K	0	37,892
		1,056	233M25082L	0	37,892
15	2,135	1,068	233M25082B	0	37,825
		1,067	233M25083C	0	37,825
16	2,117	1,059	233M25083D	0	37,825

Page 1 of 2 Print Date: 1/5/2024 6:14 PM

BREAKING DOWN THE POLICY

PROPER DOCUMENTATION (cont.)

Truckload Documentation for Damaged Items

0900 (700)

SHIPPER BILL OF LADING IS NOT NEGOTIABLE. RECEIVED subject to this Bill of Lading and any CONTRACT(S) between Pixelle and Carrier in effect on the date of shipment, covering the property named herein, and to intended addressee. The property described below, in appearance and order, except as noted (contents and condition of contents of packages 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 at said destination, from its route, otherwise to be performed hereunder, shall be subject to all the terms and conditions of the Uniform Domestic Freight Bill of Lading set forth (1) in Official, Southern, Western and House Freight Classification in effect on the date hereof, if this is a rail or a scheduled shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment. Shipper hereby certifies that they are familiar with all the terms and conditions of the said bill of lading set forth 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.

pixelle
SPECIALTY SOLUTIONS
THIS NUMBER MUST BE SHOWN ON FREIGHT INVOICE FOR PAYMENT TO BE MADE
Load # 0876647586

Ship Date: 2/6/2024	Carrier - PRIORITY EXPRESS TRANSPORTATION SER Vehicle ID 5361	STCC 2621345	Freight Terms PREPAID	Page 1 of 1
Seals: Route TRUCKLOAD				
Ship From: Pixelle Chillicothe Area 1 Shipping 232 Eighth Street CHILICOTHE OH 45601 US		Send Freight Bill to: Pixelle Specialty Solutions 226 South Main Street Attention: Logistics Department Spring Grove, PA 17362 US		
Stop 1 of 1	Pixelle c/o Trilways 11201 IBERIA ST. SUITE B MIRA LOMA, CA 91752 US			
UOM	Wgt	Qty	Product	Customer PO
ROLLS	41,962	130	Printing Papers	TRI-WAYS 02/06 55
Load Totals:				
Units/Pkgs:	130	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 ON THE DATE DESIGNATED HEREIN. A DESCRIPTION OF THE CARGO COMPRISING THIS SHIPMENT IS SET FORTH ABOVE.		
Gross	41,962	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 acknowledged by both parties as dependent value. The declared value of property is set specifically by Shipper at the time of loss or damage.		
Tare	114	Signature of Carrier, no exception if left blank.		
Substitution of rail and/or trailer on faster carriage for motor carrier shipments is explicitly prohibited without prior written permission of the shipper.		If the shipment moves between two ports 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 conform to the specifications set forth in the box maker's certificate thereon, and all other requirements of Uniform Freight Classifications." - Shipper's engine in lieu of stamp, not a part of bill of lading approved by the Interstate Commerce Commission.		

4 ROLLS DAMAGE
x Shuman feet
Driver # 1208
SHIPPER Traffic Manager
THIS BILL OF LADING IS TO BE SIGNED BY THE CARRIER OR AGENT OF THE CARRIER ISSUING SAME
For: PIXELLE SPECIALTY SOLUTIONS
PERMANENT POST OFFICE ADDRESS OF: CARRIER NAME:

RECEIVING STAMP
NAME: Jimenez
IN: 0900
OUT: 10:50
DATE: 02/12/24
PALLET QTY: 130 ROLLS

Pixelle Specialty Solutions LLC
Packing List

Customer Order No. TRI-WAYS 02/06	Ship Date	Order No. 0249572-04	Shipment No. 0876647586
Carrier: PETV	Publisher:	Seals:	
Vehicle ID: 5361	Certification:	Ship To: Pixelle c/o Trilways 11201 IBERIA ST. SUITE B MIRA LOMA, CA 91752 US	
Sold To: 115223	Pixelle - CHILICOTHE 232 EAST 8TH STREET CHILICOTHE, OH 45601 US		

Size	Diameter	Basis Wt	Grade:	Color:
9	40	24.0	MOCR-024 0D56- Laser MOCR D56 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	F33L0618JA	0	22,500
		321	F33L0618JC	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	F33L1717JF	0	22,500
		319	F33L1717JZ	0	22,500
9	5,779	18	0	0	405,000

DAMAGE

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 www.xpo.com		DELIVERY RECEIPT KPO CONTRACTUAL COPY		PAGE 1 OF 1		PRO NUMBER 656-332364	
EQUIP NUMBER 117-3632	DATE 10/12/2023	ORIGIN XHE	DESTINATION XMP	OUR REVENUE	ADVANCE	BEYOND	ROUTE NEH 6
CONSIGNEE Pixelle Customer		SHIPPER PIXELLE SPECIALTY SOLUTIONS AREA 1 SHIPPING 232 E 8TH ST CHILLICOTHE, OH US 45601-3384		BILL TO		APPT	
SHIPPER NUMBERS SNR 86800403							
HM	PCS	DESCRIPTION OF ARTICLES AND REMARKS				WEIGHT (LBS.)	RATE
1	1	TOTAL SKD PRINTING PAPER CLASS S5 OTHER REFERENCE NUMBERS: ZZ SOLO, 11 PIXLE, 12 PIXEL, 6Y DRYVAN, SI 086800403, ME 66800403, IS AR1, CN 656332364, 14 521472, PO 00394520, CN 1064768 *** HAZMAT EMERGENCY CONTACT ME# 86800403 BY DRYVAN SNR 86800403 *** TOTAL DISTANCE = 746 MI TRAILER LOADED, READY FOR PICKUP 5 SKDS OR LESS DO NOT REQUIRE APPT. EMAIL: MNP@PIXELLE.COM OR CALL 847-777-2460 FOR DELIVERY APPOINTMENT. 1 SKD STC 15 PCS SLC				453 453	
RECEIVED PIECES ABOVE DESCRIBED FREIGHT IN 0000 CROWN EXCEPT AS NOTED		SHRINK WRAP INTACT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		DELIVERED 1		TIME 8:17	
		LIFT-GATE SERVICE CONSTRUCTION LIFT		CONSIGNEE SIGNATURE <i>Darrik Robinson</i>		PRINT CONSIGNEE NAME Robison	
				DATE 10/18/23			

*1 damaged box
Exception #LTX 0207105*

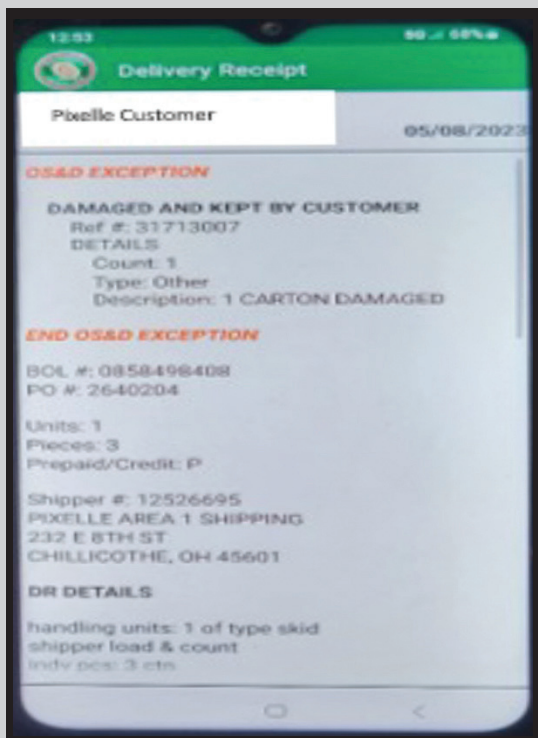
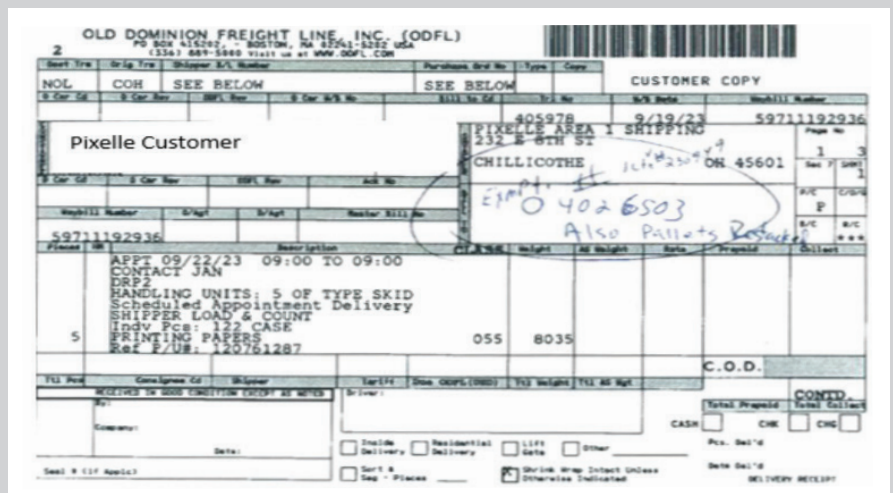
BILL OF LADING TO: (PIT) HT49964 DRK3 PIT OHIO LTL P.O. BOX 403 PITTSBURGH, PA 15204-003		PRO NUMBER: 5043434971 Page 1 of 2	
CUSTOMER COPY		REV: 1	
REFERENCE PRO NUMBER: D04 15517631		BILL OF LADING NUMBER: 873809183	
Pixelle Customer		PIXELLE SPECIALTY SOLUT 232 E 8TH ST CHILLICOTHE, OH 45601	
COMMODITY DESCRIPTION ROLL PRINTING PAPERS NOTIFY N/C \$39.00 ON (2) SKDS SLC CALL FOR APPT PHONE# 717 262 2536 REV TAIL APPT TIME IN: 5:14 TIME OUT: STRETCHWRAP INTACT? Y N DRIVER DENIED ACCESS AT TIME OF DELIVERY? Y N		CLASS WEIGHT VOL. RATE VOL. CHARGE PRE RATE PRE CHARGE S5 4.044	
5 cartons damaged Driver: R. L. E. # 224356		*** Continued On Page 2 ***	
PIXELLE EDI % USER FREIGHT 228 S MAIN STREET SPRING GROVE, PA 17362		CUSTOMER COPY	

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.

This is a handwritten LTL bill of lading form from Old Dominion Freight Line, Inc. (ODFL). It includes a barcode at the top right. The form is filled out with various details: "Pixelle Customer" is the consignee, and "CHILLICOTHE, OH 45601" is the destination. The bill of lading number is 5971192936. The date is 05/19/23. The description of the goods is "PRINTING PAPERS". The quantity is 5 units, with a weight of 8035 lbs. The form also includes a section for "C.O.D." (Cash on Delivery) and a "CONTENTS" section. There are handwritten notes in blue ink: "EPA 4026503" and "Also Pallets Restored". The form is signed by the driver and includes a date of 05/19/23.

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 guestimate 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	Lars@bnsf.com	www.bnsf.com	800-795-2673
Canadian Pacific	contact_dpfc@cpr.ca	www.cpr.ca	
Norfolk Southern	nslss@nscorp.com	www.nscorp.com	800-742-6313
Canadian National	issys@cn.ca	www.cn.ca	514-399-5487
Kansas City Southern	kcsrfreightclaims@kcsouthern.com		816-983-1825 (Kansas City) 318-676-6133 (Shreveport) 601-933-4741 (Jackson, MS)
Union Pacific	jiramire@up.com	www.up.com/customers/index.htm	800-521-6313
CSX	exceptions@csx.com	www.shipcsx.com https://sxlogon.csx.com/#/	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.