

Issuer Anderson Marie  
Approver Olsson Thomas (L)  
Approval Date 21/06/2017

Classification Open  
Version 2.0 Page 1(2)

---

## Cargo Inspection Procedure - Transport Handover

### PURPOSE

To ensure swift and correct transfer of liability during transportation of cargo, in accordance with international laws and conventions, between all parties involved in the logistic chain.

To ensure correct action taken for deviations found during the cargo inspection.

### SCOPE/LIMITATIONS

This procedure applies for all handover inspections occurring in the logistics chain, where Volvo Group has a cargo interest and/or the forward assignment has been arranged by VGLS.

This procedure covers domestic transports & border crossing transports, for all modes of transport.

### DESCRIPTION

At each handover point in the logistic chain a complete visual inspection of the cargo and/or packaging should be done jointly between the delivering party and the receiving party of the goods directly upon delivery/pick-up.

If the cargo is delivered outside working hours (always after mutual consent) and joint inspection cannot be performed, the receiver is responsible to conduct the inspection without delay the following workday. Any deviations noted the receiver is responsible to inform the delivering party in writing without delay.

### Inspection

The inspection takes place under the conditions in which the cargo is delivered.

This means that:

- All cargo should always be inspected before loading.
- All cargo should be inspected before unloading (*when applicable*) and always after the unloading operation.

Painted product specifics:

- Cargo cannot be washed prior to inspection.
- The use of light tunnel and bridge is NOT allowed.
- The deviation must be clearly visible at >1 meters distance and at a 30° angle
- Loose item inspection to be done towards Equipment sheet, VQC and/or other specification accompanying the vehicle/machine (*when applicable*)

It is important to maintain a consistent inspection level. The inspection must be performed in a systematic and thorough manner and never vary from that routine.

**Deviation detected**

When losses and/or other deviations from normal are detected, note the deviation on the applicable freight document and make sure both parties signs the document and keeps a copy each. This document will be the base if an investigation of possible liability will occur (in case of claim). When applicable also note the damage on the respective Damage reporting document.

In addition all damages/deviations found are always to be documented by photos. For packed cargo, also photo of the packaging material is required.

For transports where freight document is not available at the handover point and/or a joint inspection could not be done, a substitute should be used.

- a) For sea shipments a cargo receipt/tally is commonly used – request a copy upon collection of the cargo.
- b) Carrier/warehouse/compound issued damage reports are accepted – request a copy upon collection of the cargo.
- c) Other local rules may exist and/or none of the above documentation was obtained – fill in a Letter of Protest – LOP (Letter of protest) and send to delivering carrier without delay. Keep copy and receipt that is has been sent. Link to template that can be used: [volvologistics.com](http://volvologistics.com) / Claim documentation

**RESPONSIBLE**

All involved parties in the logistic chain, from Pick-up of cargo to delivery to final consignee.

**DOCUMENT RETENTION (IF APPLICABLE)**

Freight document and/or substitute should be archived in accordance with local procedures and regulations.

Minimum time for archiving of international freight document is 2 years.

**DEFINITIONS**

Damage reporting document = internal Volvo group document and/or carrier issued, e.g. VCR, VQC, DR.

Freight document = consignment note

Cargo / Tally receipt = Damage reporting document issued when freight document is not available for noting damage. For example; sea/air transportations and terminal operation. Cargo/tally receipt is issued by supplier (carrier) and/or their appointed agent.