



Cargo Damage & Discrepancy Investigation Protocol 2026 Checklist

Initial Incident Documentation

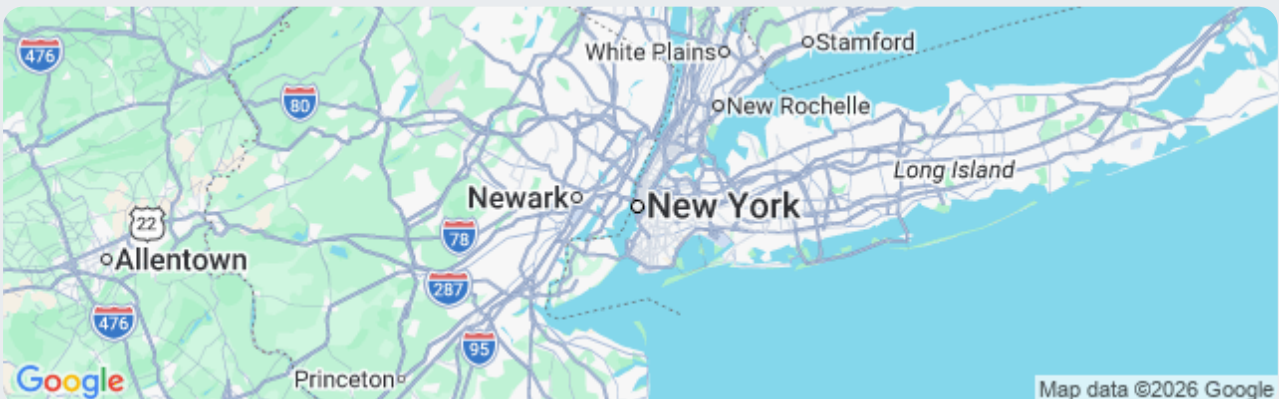
Capture immediate details including date, time, location, and personnel involved in the discovery of the discrepancy or damage.

Date of Incident Discovery

Time of Incident Discovery

Incident Location (Warehouse/Dock/Transit Point)

 [Set My Current Location](#)



Reporting Personnel Name

Write something...

Incident Type

- ☐ Visible Physical Damage
- ☐ Quantity Shortage
- ☐ Quantity Overage
- ☐ Incorrect Item/SKU Received
- ☐ Contamination/Leakage

Initial Observation Summary

Write something...

Upload Initial Site Photos

 Upload File

Inspector Signature

Cargo Identification & Traceability

Verification of Bill of Lading (BOL), SKU numbers, container/pallet IDs, and shipment tracking numbers to ensure accurate record matching.

Bill of Lading (BOL) Number

Write something...

SKU / Item Number

Write something...

Container or Pallet ID

Write something...

Total Units Expected

Enter a number...

Total Units Received

Enter a number...

Date of Shipment Arrival

Enter date...

Upload Shipping Manifest/Invoice

 **Upload File**

Shipment Type

- ☐ LTL (Less than Truckload)
- ☐ FTL (Full Truckload)
- ☐ Intermodal
- ☐ Parcel

Damage Assessment & Visual Inspection

Detailed evaluation of the physical condition of the goods, including photographic evidence of packaging integrity and specific nature of the damage (e.g., crushed, wet, punctured).

Primary Damage Type

- ☐ Crushed/Compressed
- ☐ Wet/Water Damage
- ☐ Punctured/Torn
- ☐ Contaminated
- ☐ Broken/Shattered
- ☐ Other

Affected Packaging Layers

- ☐ Outer Carton
- ☐ Inner Wrap/Shrink Wrap
- ☐ Pallet/Skid
- ☐ Protective Padding/Insulation

Detailed Damage Description

Write something...

Photographic Evidence

 Upload File

Estimated Percentage of Load Damaged

Enter a number...

Discrepancy Quantification

Precise recording of quantity variances, including shortages, overages, or incorrect item substitutions identified during the audit.

Expected Quantity

Enter a number...

Actual Quantity Received

Enter a number...

Quantity Variance

Enter a number...

Discrepancy Type

- ☐ Shortage
- ☐ Overage
- ☐ Incorrect SKU
- ☐ Incorrect Item Specification

Detailed Discrepancy Notes

Write something...

Packaging & Unitization Integrity

Inspection of secondary and tertiary packaging, such as shrink wrap, strapping, pallet stability, and crate condition, to identify root causes of damage.

Primary Packaging Condition

- ☐ Intact
- ☐ Torn/Damaged
- ☐ Compromised/Open

Unitization Integrity Issues

- ☐ Loose Shrink Wrap
- ☐ Broken Pallet/Skid
- ☐ Failed Strapping/Banding
- ☐ Unstable Load/Shifting
- ☐ Crushed Corner Protectors

Detailed Description of Packaging Failure

Write something...

Photos of Packaging/Unitization Damage

 Upload File

Number of Damaged Units Detected

Enter a number...

Transportation & Handling Environment Review

Assessment of the transport conditions, including trailer cleanliness, temperature excursion logs, and evidence of improper handling during transit or loading.

Date of Inspection

Enter date...

Time of Inspection

Enter time...

Trailer/Container Condition

- ☐ Clean & Dry
- ☐ Dirty/Debris Present
- ☐ Odors/Contamination Detected
- ☐ Structural Damage Noted

Observed Environmental Anomalies

- ☐ Temperature Deviation
- ☐ Humidity/Moisture Issues
- ☐ Improper Ventilation
- ☐ Punctures/Leaks in Trailer
- ☐ Inadequate Securing/Shifting

Recorded Internal Temperature (°C/°F)

Enter a number...

Detailed Observations of Handling Conditions

Write something...

Upload Photos of Trailer Interior/Environment

 Upload File

Inspector Signature

Evidence Collection & Chain of Custody

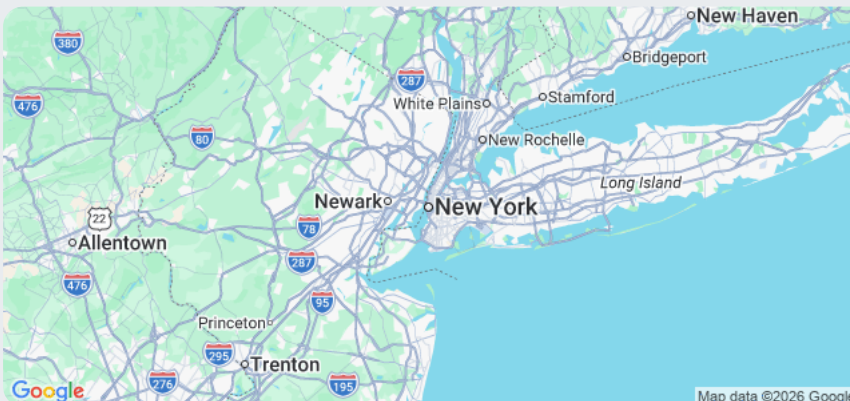
Standardized procedure for securing digital photos, sensor data (e.g., impact or temp sensors), and signed delivery receipts/manifests.

Date of Incident Discovery

Time of Incident Discovery

Incident Location (Dock/Warehouse/Transit)

 [Set My Current Location](#)



Photographic Evidence of Damage

 Upload File

Supporting Documentation (BOL/Manifest/Sensor Logs)

 Upload File

Evidence Types Collected

- ☐ Photos of Packaging
- ☐ Photos of Product
- ☐ Temperature Log Exports
- ☐ Impact Sensor Data
- ☐ CCTV Footage

Inspector/Auditor Signature

Liability & Carrier Attribution

Determination of the point of failure (e.g., loading, transit, or unloading) and identification of the responsible party for insurance claims.

Primary Party at Fault

- ☐ Carrier/Driver
- ☐ Warehouse/Loading Team
- ☐ Third-Party Logistics (3PL)
- ☐ Supplier/Origin Facility
- ☐ Customer/Receiver
- ☐ Unidentified/Unknown

Contributing Factors

- ☐ Improper Packaging
- ☐ Inadequate Securing/Strapping
- ☐ Environmental Exposure
- ☐ Forklift/Equipment Mishandling
- ☐ Inaccurate Documentation
- ☐ Extreme Weather/Transit Conditions

Detailed Incident Description

Write something...

Supporting Evidence (Photos/Documents)

 Upload File

Investigating Officer Signature

Corrective Action & Disposition Plan

Decision-making steps for the damaged goods, such as Return to Vendor (RTV), salvage, destruction, or re-packaging, and preventative measures for future shipments.

Disposition Action

- ☐ Return to Vendor (RTV)
- ☐ Salvage/Recycle
- ☐ Re-packaging/Re-labeling
- ☐ Destruction/Scrap
- ☐ Accept as-is (with concession)

Root Cause Analysis Summary

Write something...

Preventative Measures Implemented

- ☐ Staff Retraining
- ☐ Equipment Repair/Maintenance
- ☐ Carrier Warning Issued
- ☐ Packaging Material Update
- ☐ Process/SOP Revision

Disposal/Return Authorization Document

 Upload File

Quality Manager Approval

Final Report & Stakeholder Notification

Protocol for notifying the supplier, customer, and insurance underwriters, including the closing of the incident ticket in the TMS/WMS.

Report Completion Date

Enter date...

Stakeholders Notified

- ☐ Carrier
- ☐ Supplier/Vendor
- ☐ Customer/Consignee
- ☐ Warehouse Manager
- ☐ Insurance Provider
- ☐ Internal Quality Assurance Team

Summary of Investigation Findings

Write something...

Final Signed Incident Report (PDF)

 Upload File

Investigating Officer Signature

< Previous

> Next

✓ Finish

 Generate Sample Report