

Shortage Report



Cape Town Tel no: (021) 551-7668
Johannesburg Tel no: (011) 974-6428
Durban Tel no: (031) 940-1100
Port Elizabeth: (071) 443-6642

SHORTAGE REPORT PROCEDURE

1. NO CLAIM FOR SHORTAGES WILL BE CONSIDERED UNLESS THE FOLLOWING PROCEDURE HAS BEEN FOLLOWED BY THE CUSTOMER:

- 1.1. Phone the relevant LMC Express (Pty) Ltd Planner at the LMC depot nearest to you to report the shortages whilst the delivery vehicle is still on site (Cape Town, Port Elizabeth, Johannesburg and Durban).
- 1.2. Attach a clear photograph indicating the tampered-with shrink-wrap pallet to the shortage report.
- 1.3. Complete the shortage report and email it to customercare@lmcexpress.co.za within 12 hours of the shortage being reported.
Claims reported after 12 hours from incident will not be considered.

SHORTAGE CLAIM REQUIREMENTS

2. NO CLAIM FOR SHORTAGES WILL BE CONSIDERED IF:

- 2.1. The consignor (dispatching customer) does not comply with the LMC Express (Pty) Ltd pallet specifications.
- 2.2. The consignor (dispatching customer) has neglected to shrink-wrap over the top of the pallet.
- 2.3. The consignor (dispatching customer) does not comply with the shortages claim procedure.
- 2.4. The consignor (dispatching customer) does not detect any sign of tampering with the shrink-wrap of the pallet.
3. All claims will only be considered having regard to LMC Express (Pty) Ltd Terms and Conditions.
4. The onus is on the receiver to notify the debtor (CLIENT) of any shortages. There is no timeline on when LMC Express (Pty) Ltd will notify the debtor regarding the issue reported.
5. Please note that there are delays in the paperwork received from DC deliveries.
6. Provided the prescribed claim procedure has been followed, the client has two (2) weeks (14 days), including weekends from incident to submit a claim with all the correct documentation.

DATE	TIME	ROUTE	WAYBILL/POD
Consignor company name (dispatching client)			
Consignee company name (receiving client)			
Estimated value of shortages in Rands			
Detailed description regarding the nature of the shortage(s)			
Total number of pallets/boxes/units reported short			

PLEASE INDICATE YES OR NO TO THE FOLLOWING (All as per LMC Express (Pty) Ltd pallet specifications)

Receiver checked that the shrink-wrap was intact, prior to offloading the stock	Yes	No
The pallet was shrink-wrapped over the top	Yes	No

INFORMATION REQUIRED

Contact name (full name of the person completing the report)	
Contact telephone/cell phone number of the person completing this report	
Capacity (designation of the person completing the report)	
Signature of the person completing the report	
Reported to (LMC Express (Pty) Ltd Planner to whom the issue was reported)	
LMC Express (Pty) Ltd driver (full name)	
Signature of LMC Express (Pty) Ltd driver (driver signs that he agrees with entries on this document)	