

PROJECT RECAP



DAMAGED DURING TRANSIT

CORRUGATED BOX MAKING MACHINE

Transportation Damage to Industrial Equipment

ASSIGNMENT:

A two-year-old corrugated box-making system was reportedly damaged during transit by truck. The objective from the client was to assess the extent of the damage and investigate the cause of the loss.

FINDINGS:

ILC conducted a document review and examined shipping records, including the Bill of Lading, the Carrier Rate Sheet, a damage claim form, a signed statement from the truck driver, and transit logs. ILC performed a deep dive into the matrix of all the players involved in the chain of custody, navigating the multi-dimensional logistics of transportation to uncover critical details.

Interviews were conducted with key personnel involved in the shipment, including representatives from the consignee, freight broker, rigging company, and trucking company.

ILC's ability to deal with various stakeholders allowed for a comprehensive assessment of responsibilities and potential missteps in the transportation process. The investigation revealed that the shipment was transported without the required seals on the truck doors, contrary to the stipulations in the Bill of Lading and Carrier Rate Sheet. The freight broker mandated that the truck driver confirm the presence of seals by photographing them and sending the images to the broker. However, no such photographs were provided.

Further, upon delivery, the truck driver was overheard mentioning that he had felt the load shift during transit and had paid a forklift operator to reposition the equipment. The rigging company suspected that the driver may have participated in moving the load himself, but such involvement was denied.

RESULTS:



ILC concluded that the absence of required seals and potential mishandling during transit contributed to the reported damage.



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