



North American Produce Transportation Working Group

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Produce Transportation Best Practices -- Receiver Summary

The best practices in this document reflect a general agreement and cooperative effort among shippers, receivers, carriers, and transportation brokers to codify accepted protocols for transporting fresh produce. For details, see the complete document at: www.naptwg.org.

Produce Receivers Best Practices Highlights	
At the Receiver's Dock	Notes
Seal serial # to be verified prior to opening doors	Driver should have seal serial number on bills of lading
Temperature recorders to be retrieved and read by receivers before unloading	Driver should have location and serial number of recorder(s) listed on bills of lading
Party that receives load to print and sign name on BOL	
Note time of arrival/tender of delivery in the event of a delay in unloading	
In the event of product problems caused by carrier:	
Receiver must immediately notify Shipper and Carrier or Transportation Broker	Driver should notify Transportation Broker
Receiver must request federal inspection as soon as possible (usually within 8 hours), or otherwise obtain written agreement from carrier to independent third party inspection	All communication between Receiver, Shipper, Carrier and Transportation Broker regarding federal or independent inspection should be documented
Receiver must fax or email results of inspection to all interested parties within 3 hours of inspection	
Any and all arrangements to receive damaged loads under protest or protection must be documented in writing between all parties	
Redelivery charges must be agreed to by all parties	In the case of loads involving a Transportation Broker, this agreement need not include Driver
All interested parties should agree on proof of disposal by way of certificate or other documentation	
Receiver should make all reasonable efforts to resolve claim issues without delay	

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