black eagle
LINEHAUL SERVICES

OS&D Report Form

info@blackeaglelinehaul.com | +1 760-650-0000 | +1 415-636-0767
https://blackeaglelinehaul.com
USA, California-2425 | Chula Vista

*** Required fields**

Use this form to report overage, shortage, damage, refused freight, misdirected freight, or delivery exceptions.

OS&D means overage, shortage and damage. Complete all known facts and attach supporting documents when available.

1. REPORT DETAILS

OS&D report #

Report date *

Report time

Reported by *

Phone / email *

BOL / PRO / Load # *

Customer account #

Invoice / reference #

Carrier / trailer #

2. EXCEPTION TYPE

☐ Overage ☐ Shortage ☐ Damage ☐ Concealed damage

☐ Refused freight ☐ Misroute / wrong destination ☐ Wrong freight ☐ Seal issue ☐ Temperature exception

Other exception type

Severity / priority

Customer notified?

☐ Yes ☐ No

3. SHIPMENT PARTIES

Shipper name

Consignee name

Pickup city/state

Delivery city/state

Commodity / product

4. LOCATION DISCOVERED

Discovered at facility / location *

City, State / Province *

Date/time discovered *

Reported by / witness

Phone / email

5. DISCOVERY POINT

☐ Pickup ☐ In transit ☐ Terminal / yard ☐ Delivery ☐ Customer facility ☐ Other

Use Adobe Acrobat Reader for working fillable fields, email submit, and reset buttons.

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6. ITEM / PACKAGE EXCEPTION DETAILS

multiple entries

Expected Qty	Actual Qty	Pkg Type	Item / SKU	Condition	Commodity / product description *	Value $

7. CONDITION, PACKAGING, AND EVIDENCE

Visible condition of freight / packaging

Evidence available

☐ Photos ☐ Video ☐ Delivery receipt notation ☐ Inspection report ☐ Temperature log

☐ Seal record ☐ Packing list ☐ Commercial invoice ☐ POD ☐ Other

Seal / trailer / temperature details, if applicable

Seal # at pickup

Seal # at delivery

Trailer temp

Temperature / equipment notes

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8. ACTION TAKEN

- [ ] Delivered as noted
- [ ] Held for instructions
- [ ] Returned to shipper
- [ ] Reconsigned / redirected
- [ ] Customer notified
- [ ] Carrier/driver notified
- [ ] Claim form requested
- [ ] Inspection requested
- [ ] Salvage / disposal pending
- [ ] Storage pending
- [ ] Corrected delivery scheduled
- [ ] Other

9. REQUIRED FOLLOW-UP AND RESPONSIBILITY

Assigned to

Follow-up due date

Disposition deadline

Customer contact

Resolution status

- [ ] Open
- [ ] Pending docs
- [ ] Resolved
- [ ] Claim filed
- [ ] Billing adjustment needed

Final resolution / disposition

10. CERTIFICATION AND SIGNATURES

I certify that the information in this OS&D report is true and accurate to the best of my knowledge. This report documents an exception only and does not by itself approve payment, claim settlement, charge adjustment, or cargo liability.

Prepared by *

Title / role

Signature

Date *

SUBMIT VIA EMAIL

RESET FORM

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