

Small Package Complaint Worksheet for Lost or Damaged Shipment(s)



In order to conduct a thorough research of your lost/damage shipment, it is pertinent that the following information be completed to the best of your knowledge and/or information available at hand.

Line Office:			City:			State:		
Contact Name:				Telephone #:				
Shipment is: <input type="checkbox"/> Lost <input type="checkbox"/> Damaged								
Shipping Vendor:			<input type="checkbox"/> UPS			<input type="checkbox"/> FedEx		
Tracking #:								
Shipper Account Number:								
Shipping Time frame(s):			Shipment Date:					
			Expected Delivery Date:					
			Date When item was discovered Lost or Damaged:					
# of Packages Lost/Damaged:								
Content Information								
Description of Lost/Damaged Content(s):								
Estimated Value of Content(s), if known:				\$ _____				
Insurance on Shipment:				<input type="checkbox"/> No <input type="checkbox"/> Yes -- Amount: \$ _____				
Claim Submitted:				<input type="checkbox"/> No <input type="checkbox"/> Yes -- Amount: \$ _____				
Case/Claim Number <i>(assigned by shipping vendor)</i> :								
Size of Content(s):								
Packaging Information								
Size of Shipped Package/Box:								
Description of Shipping Package: <i>(special container/case, envelope, box, crate, etc...)</i>								
Picture of Content(s) and/or Package:				<input type="checkbox"/> No <input type="checkbox"/> Yes -- Forward to rita.e.argueta@noaa.gov				
NOAA party/ies involved: <i>(name, telephone number) , role in shipping process (package preparer, shipper, receiver, etc...)</i>								
Name			Telephone #			Role		
Shipping Vendor Contact Names, if any <i>(shipping vendor personnel you spoke with concerning your lost/damaged shipment):</i>								
Name			Telephone #			Department		