

OS&D (Over, Short & Damaged) REPORT PROCEDURES

- The OS&D Report must be e-mailed within 24 hours of the trailer(s) freight being processed and before the first store delivery is made. Any cartons received for stores outside of the delivery area, without labels, or with only a Montreal label are to be noted in the *Misload* column on the OS&D Report.
- An OS&D Report must be submitted regardless of whether or not there are discrepancies.
- An OS&D Report received outside of the required guidelines will not be accepted and the carrier will be responsible for any shortages.
- All fields of the OS&D must be completed. We will not accept an OS&D Report that contains blank fields.
- If an OS&D Report is submitted with an unusually high number of discrepancies, proofs of delivery will be requested for all the noted exceptions. If the proofs of delivery indicate that the carrier was not accurate at the time of the original reporting, the entire OS&D Report will be rejected and the carrier will be held responsible for any and all shortages.
- See **Exhibit G** outlining the OS&D Report.
- **Trailer Damage**

If a trailer is received damaged, note the location of the damage on the OS&D Report. You are required to take digital pictures of the damaged portion of the trailer, in addition to any freight that has been damaged; i.e., if cartons are received waterlogged due to a hole in the roof of the trailer, take digital pictures of the damaged cartons, and the hole in the roof. Hold damaged cartons until you receive instructions from the Montreal Transportation Department. All other cartons are to be delivered to the appropriate stores.

- **Open Cartons**

If cartons are received open on an inbound trailer, the carrier is required to take digital pictures of the open cartons and forward via e-mail to ca.transport@pvh.com. The carrier is required to reseal the cartons with PVH Security Tape. Please refer to "Security Tape Procedures" in the "Security" section of the manual. The cartons are to be listed on the OS&D Report under the "Damaged" column and noted as "open" in the description.

