**Damage Reporting Procedures**

**Criteria.**
The criteria for reporting damaged product is: six (6) plies or more of tear damage, wet or water damage rolls and rolls that have crush or core damage. If product is received damaged or is damaged while in the warehouse’s possession, a Damage Report must be submitted to GP via email within 24 hours, with photographic documentation attached (see Exhibit 4). After reviewing the report, GP will communicate roll disposition to the warehouse and determine if a Claim Form is required (see Exhibit 5).

**Inbound Receiving.**

a. Company shall inspect the Materials for any visible damages upon receipt.

b. Damage must be reported to GP within twenty-four (24) hours of receipt of the Materials. All required documentation must accompany the report as specified in Section 4 below.

c. Rail Damage:
   - If damage is visible upon opening the railcar door, Company shall contact the delivering rail carrier prior to unloading and request railroad inspection.
   - If damage is discovered during the unloading process, Company shall stop the unloading process and contact the delivering rail carrier to request railroad inspection.
   - If the railroad elects to waive the right to inspection, Company must document date, time and railroad contact person.

d. Truck Damage:
   - Company shall ensure the bill of lading or delivery receipt is marked to indicate damage to the Materials.
   - Damage must be noted next to each affected roll and the driver’s signature acknowledging the damage.

**Warehouse Damage.** If the Materials suffer any damage while in the Company’s possession, Company shall report to GP within twenty-four (24) hours of becoming aware of the damage.

**Damage Report:** All reports of damages shall be accompanied by all of the following documentation:

a. Completed Warehouse Damage Report in the format supplied by GP or as otherwise agreed by the parties. The report shall be a continuing document to be used in an ongoing manner. Any new occurrences of damages should be added to the same report rather than creating a new report.

b. Each damaged roll must have a picture taken of the label and the damage. Electronic files must be labeled with the roll number.

c. The supporting documentation for either Rail or Truck damage, as described in Section 2 above.

**Handling of Materials Pending Resolution of Damage:**

a. Any damaged Materials shall be placed in a segregated area until disposition instructions are provided by GP.

b. GP’s Technical Services representative will respond to reported damage within 48 working hours. Company will be instructed to either:
   - Return to Inventory, in which case rolls can be shipped to GP’s customer; or
   - Place on Hold, in which case the Materials shall not be shipped to GP’s customer.

**Feedback System Reporting Process**

a. If you have access to the Containerboard Feedback System, use [this link](#) to report any damages that may have incurred.

b. If you do not have access to the Containerboard Feedback System, send an email to cblechsd@gapac.com with the subject: *Request Access to Customer Feedback System*. Provide the following information in the body of the email: Name of warehouse, warehouse Address, Contact Name, Contact Email Address, and Contact Telephone Number. Upon receipt and review, the registration process will be initiated. A WELCOME email will be sent with instructions for completing the process.
Abrasion and Impact Damage.
Abrasion of the outer plies occurs during handling or as rolls rub against each other when the train/truck is in motion. Sometimes the rolls actually turn or spin and abrasion damage is seen all around the circumference of the roll (see figure 1 and 2). Rolls may also be crushed as a result of high impact when going into a ‘Hump Yard’ where railcars are sorted out and formed into trains for the next leg of the trip. Impacts can result in crushed roll cores in extreme situations or out of round rolls.

Water Damage – Liner.
In general, liner is not as susceptible to water damage. Typically, if linerboard gets wet in transit it will be runnable once it dries, as long as good storage procedures are practiced. Rolls must be stored inside. Rolls must be stored on top of dunnage if there is any chance that the floor could get wet (see figure 3).

Water Damage – Medium.
Medium paper that is or has been wet must not be shipped to a customer. When a roll of medium paper is loaded into a railcar/trailer at the paper mill, the temperature differential between the hot moist rolls and a “cool” container can cause condensation to form inside the container. The condensation may form on the ceiling of the container and drip down on top of the rolls. It can also run down the sides of the container and “puddle” on the floor wetting the bottom and edge of a roll. Condensation by itself does not typically wet a roll enough to prevent shipment to the end user. Holes in the container’s ceiling, floor, seams or failure of the doors to seal properly can also be a source of moisture that may cause damage to the product. Railcars/trailers must be clean prior to loading and inspected for holes that could allow water damage to occur in the vehicle. (see figures 4, 5, 6, 7, and 8).
Figure 4, wet products arrived on railcar

Figure 5, wet products arrived on railcar

Figure 6, Paper swells or expands as it absorbs water, but its hygroexpansive properties mean that when the paper dries out it shrinks to a size slightly smaller than it was originally. This is why there are now spaces visible in the wrap layers on the end of this roll. This roll should not be shipped.

Figure 7, An example of severe swelling or elephant's foot. This roll should not be shipped to the customer.

Figure 8, An example of slight swelling or elephant's foot. If this is the only problem with this roll, it probably will run okay for the end user.
Handling & Tear Damage
Handling damage by clamp trucks occurs when the clamps gouge the roll and create ply damage by tearing layers of paper. Clamp trucks may also cause ‘busted edges’ while moving or unloading a roll if the roll is not lifted high enough off the floor and the roll edge hits the floor. This occurs when unloading trucks or railcars on docks where floor surfaces are uneven and steel plate ramps are used to span the gap between the dock floor and the truck or railcar deck. If tear damage occurs, the warehouse should use 2" brown tape to secure the tear and prevent further damage during shipping to the customer.

![Figure 9, Clamp damage](image9)
![Figure 10, Busted edge](image10)

Storage Area Damage
Rail car decks, trailer decks and warehouse floors should be clean. Items such as nails, rocks, bolts and other types of debris can become embedded in the ends of rolls. This may result in a damage claim or safety issue. If rolls are not stored on dunnage, the floors must be clean and free of debris.

![Figure 9, Roll end damage](image11)
![Figure 11, Roll end damage](image12)
Crushed Cores
If a roll has a crushed core on either end of the roll, this is an indication of severe humping. The core plugs are likely to be crushed. This type of damage is classified as transit damage and the warehouse is to follow inbound procedures.

<table>
<thead>
<tr>
<th>Specification</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cores</td>
<td>4 inch (102 mm) inside diameter, plugged tightly</td>
</tr>
<tr>
<td>Core Thickness</td>
<td>Liner 0.125 inch, Medium: Cedar Springs 0.215 inch, Big Island 0.200 inch</td>
</tr>
<tr>
<td>Core Length</td>
<td>-1/8 or +1/16 inch</td>
</tr>
</tbody>
</table>
Short Cores
If a roll is delivered with a short core, it can increase the possibility of handling damage. Notify GP Technical Services and follow inbound damage claim procedures referencing short cores.

Core Specifications

<table>
<thead>
<tr>
<th>Core Thickness</th>
<th>Core Crush Strength per Inch</th>
</tr>
</thead>
<tbody>
<tr>
<td>.215&quot;</td>
<td>30 LBs</td>
</tr>
<tr>
<td>.500&quot;</td>
<td>75 LBs</td>
</tr>
</tbody>
</table>
EXAMPLES OF **GOOD** ROLLS THAT **SHOULD** BE SHIPPED

- Damage to roll end
- Dirty roll end
- Ply damage
- Ply damage
- Water damage outer 2" of plies
- Abrasion damage
EXAMPLES OF GOOD ROLLS THAT SHOULD BE SHIPPED
EXAMPLES OF BAD ROLLS THAT SHOULD NOT BE SHIPPED

- Ply liner damage
- 25 plies damaged
- Abrasion damage
- Edge damage
- Edge damage
- Damaged plies
- Damaged plies
EXEMPLARY\S OF BAD ROLLS THAT SHOULD NOT BE SHIPPED (cont.)
EXAMPLES OF BAD ROLLS THAT SHOULD NOT BE SHIPPED (cont.)