

# Rejected Load Recovery Checklist

## By Warehousing Etc – Keeping Freight Moving, No Matter What

When your load gets rejected, time is critical. Follow this step-by-step guide to recover quickly, safely, and professionally.

### Step 1: Stay Calm & Gather Details

- ✓ Get the reason for rejection (shifted freight, pallet issues, damage, etc.)
- ✓ Ask for a written rejection or photos from the receiver
- ✓ Note which pallets or products are affected
- ✓ Record any temperature or seal readings (for reefer loads)
- ✓ Confirm whether part of the load can still be accepted

### Step 2: Contact a Local Restacking Warehouse

- ✓ Call **Warehousing Etc** for emergency rework services in the Tampa Bay area.
  - 📍 *Serving the Tampa Bay area*
  - ☎ 888-501-5311

Provide the following details:

- Trailer type and number
- Freight type (palletized, loose, mixed SKUs, etc.)
- Number of affected pallets
- Photos (if available)
- Delivery deadline or receiver requirements

### Step 3: Secure and Transport the Load

- ✓ Ensure cargo doors are safely closed and strapped
- ✓ Drive directly to the designated restacking location
- ✓ Inform dispatch, broker, and shipper of the new location

## Step 4: Restack, Rework, and Rewrap

At the warehouse:

- ✓ Unload and inspect freight for damage
- ✓ Rebuild collapsed or shifted pallets
- ✓ Separate mixed SKUs and relabel if needed
- ✓ Rewrap and stabilize freight for transport
- ✓ Verify pallet height and configuration match receiver specs

## Step 5: Verify and Redeliver

- ✓ Take photos of the reworked load for documentation
- ✓ Confirm re-delivery appointment time and dock instructions
- ✓ Keep all paperwork for your records (rejection notice, restack report, BOL)
- ✓ Deliver freight and confirm acceptance with the receiver

## Bonus Tips


- ✓ Keep emergency contacts for local rework warehouses saved in your dispatch system
- ✓ Train drivers to inspect loads before departure and after major stops
- ✓ Use high-quality stretch wrap and corner boards to prevent shifts
- ✓ Review receiver requirements before each delivery

## Keep This Checklist Handy

Print this checklist or save it to your phone or tablet for quick access on the road.

When the unexpected happens, **Warehousing Etc** is your go-to partner for fast, professional load recovery.

 **Serving:** Tampa Bay area

 888-501-5311

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