

Shipping Manifest Reconciliation and Bill of Lading (BOL) Audit

1.0 Objective & Scope

The objective of this procedure is to ensure that every outbound shipment is accurately documented on the shipping manifest and Bill of Lading (BOL), preventing mis-shipments, carrier disputes, and revenue loss. This SOP applies to all outbound loads processed by the Shipping Department, including LTL, FTL, and parcel shipments. The Shipper and Shipping Supervisor are jointly responsible for completing the reconciliation and audit.

2.0 Required Systems, Tools & Materials

- Access to the SupplyGrid WMS Outbound Dashboard
- Mobile barcode scanner (Zebra TC21 or equivalent)
- Printed shipping manifest from the WMS
- Carrier-provided Bill of Lading (BOL) form
- Clipboard, pen, and highlighter
- Pallet scale or floor scale (if weight verification is required)
- Seal tags for trailer security (if applicable)

3.0 Safety & Handling Precautions

- Wear steel-toed boots and high-visibility vest at all times in the shipping area.
- Use caution when walking near moving forklifts or pallet jacks; maintain eye contact with operators.
- Do not climb on pallets or trailers to inspect loads; use a step stool or ladder if needed.
- Ensure all dock plates are properly secured before walking across them.

4.0 Step-by-Step Procedure

1. Log into the SupplyGrid WMS and navigate to the Outbound > Shipping Manifest screen. Select the load number assigned to the shipment.
2. Print the shipping manifest from the WMS. Verify that the manifest header matches the carrier name, trailer number, and appointment time.
3. Physically walk the load. Using the printed manifest, scan each pallet or carton barcode with the mobile scanner. Confirm that the item SKU, quantity, and pallet ID match the manifest line by line.
4. For each scanned item, check the physical condition of the packaging. If any carton is crushed, wet, or damaged, flag it immediately and do not load it until the Shipping Supervisor approves a replacement or re-pack.
5. After scanning all items, compare the total pallet count and total unit count on the scanner summary to the printed manifest totals. Any discrepancy must be resolved before proceeding.

6. Complete the carrier Bill of Lading (BOL). Write the correct number of pallets, total weight (from scale or manifest), and NMFC class. Sign and date the BOL. If the carrier requires a seal number, record it on the BOL and apply the seal to the trailer door.
7. Hand the completed BOL to the carrier driver. Ask the driver to sign and date the BOL as proof of receipt. Retain the shipper copy (usually the original or a photocopy) for your records.
8. Back in the WMS, mark the shipment as 'Loaded & Reconciled'. Attach a scanned copy of the signed BOL to the load record. If the system allows, enter the seal number and actual weight.
9. File the printed manifest and signed BOL copy in the daily shipping binder. Ensure the file is organized by load number and date for easy retrieval during audits.

5.0 Verification & Discrepancy Reporting

1. After the load departs, run the 'Shipment Accuracy Report' in SupplyGrid. Compare the system-reported shipped quantities against the manifest quantities. Any mismatch of 1 unit or more must be investigated.
2. If a discrepancy is found (e.g., a pallet was scanned but not loaded, or a wrong SKU was shipped), immediately notify the Shipping Supervisor and the Inventory Manager. Do not adjust inventory until the physical location of the missing or extra item is confirmed.
3. For damaged goods discovered during the load audit, attach a red 'Quarantine' tag to the item and move it to the designated damaged goods hold area. Enter a damage report in the WMS and notify the Quality Assurance team.
4. If the carrier disputes the BOL information (e.g., weight or pallet count), escalate to the Shipping Supervisor immediately. The supervisor will coordinate with the carrier's dispatch to resolve the dispute before the shipment is delivered.

Regulatory Disclaimer: This document is a generic operational template provided for educational purposes. The end-user assumes all liability for reviewing, adapting, and validating all step sequences and material handling protocols against local shop capabilities.