

# LARS Best Practices

Origin & Destination  
Photo Documentation

AUGUST, 2019



# Best Practice – Photo Documentation



Load and Ride Solutions recommends the following process when taking Origin and Destination photos – in support of a Damage Claim.

Quality photos that capture the “Big Picture” provide LARS and Cargo Claims the best opportunity to determine how and why the cargo damage occurred.

*Your photos should “Tell the Story” about the shipment.*

*Remember: a wide angle photo provides more information than a close-up. Use a close-up only to document specific damage.*

*These best practices are for informational purposes only and do not affect BNSF’s decision making with regard to a particular claim. BNSF reviews each claim on a case by case basis.*

## Origin Photos in Support of a Damage Claim:

- ✓ Doorway – front & rear stacks. Photo to depict ENTIRE doorway, **not** limited to Air-Bagged stacks.
- ✓ Airbag inflation to proper PSI – Photo of Air Gauge w/ digital reading.
- ✓ Several photos of loading – depicting Dunnage (divider sheets, filler plugs, etc.)
- ✓ All Air Bag applications – to include front & rear stacks, A/B End

# ORIGIN Photos – Air Bags at Doorway



Rear Stack



Front Stack

Photograph to include full view of Doorway, depicting FRONT & REAR stacks.  
Photos should capture the appearance of load at Origin.

# ORIGIN Photos – Airbag Inflation

- ✓ **Proper inflation of Airbag is a CRITICAL component of load securement**
- ✓ **Utilizing a Gauge will verify the Air Bag is properly inflated to correct PSI**
- ✓ **Airbag pressure for doorway Airbags should be 5-7 PSI**



**Photograph should include Digital Reading, capturing Air Bag PSI**

# ORIGIN Photos – A / B Ends

A and B End photos should capture applied cargo securement (Dunnage). LARS will review securement applications to include:

- ✓ What dunnage was applied
- ✓ How was it utilized
- ✓ Was it size-appropriate
- ✓ Are voids properly filled throughout the car



## Destination Photos in Support of a Damage Claim:

- ✓ DOORWAY – prior to offloading. Include entire doorway - front / rear stacks and Air Bag applications.
- ✓ A / B ENDS during offload and prior to removal of securement.
  - ✓ *capture securement applications throughout car*
- ✓ Photos should include cargo as it sits in car, with dunnage attached.
- ✓ Damaged stacks from a distance – this will help LARS better understand contributing factors.
- ✓ Damaged stacks from closer up– this will help Cargo Claims verify the extent of damages.

# DESTINATION Photos – “DON'Ts”

The following **cautions** to be considered when submitting Destination Photos:

- ✓ Please do not submit ONLY close-up photos of damage.
  - ✓ *Close-up photos do not tell the whole story. Please include photos from a distance – they will help LARS understand the big picture.*
- ✓ Do not forget to include photos of A / B ends during offload.
- ✓ Don't forget to include Air Bags on doorway photo.

Close-up photos are helpful when viewing damage. However, they do not provide enough information to help identify Contributing Factors.



In addition to Close-up photos, be sure to capture overall view of the stack, to include cargo securement applications (Dunnage).



# “KEY” DESTINATION OBSERVATIONS



## DIVIDER SHEETS

- To be used between units whenever pallet direction changes.
- To be used any time pallets do not align horizontally.
- Can be used to buffer airbags if space is not available to use void panels.

## AIRBAG APPLICATION

- Should be flat on both sides - no appearance of “hourglass” or “V affect”
- Buffered on both sides
- Must not exceed 12 inches in width (8 inches is optimal).

## VOID FILLER (also referred to as “Plugs”)

- To be used on all units with longitudinal voids on pallets.
- Must be appropriately sized for unit (height and width).
- Should be manufactured to size, not cut and placed on dock.
- If ledge packs are used, they must be manufactured to size - not cut to fit on dock.
- Can not hang below tops of pallets.

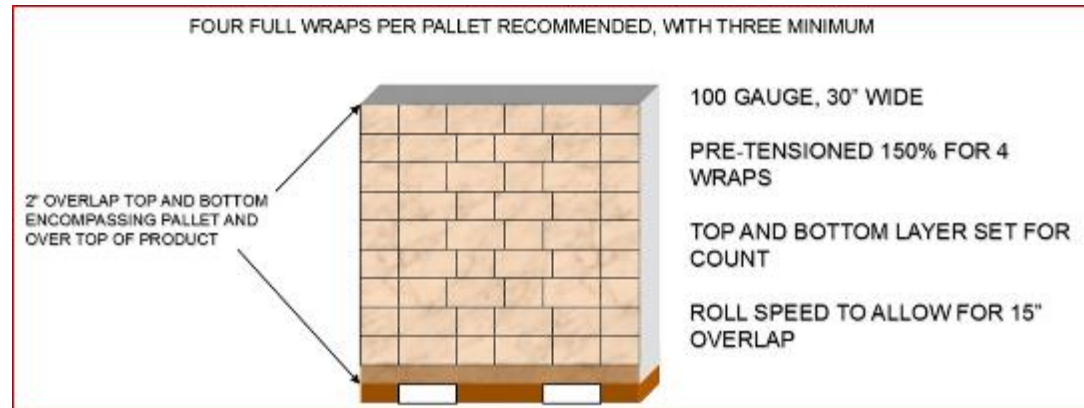
## VOID PANELS

- Used to fill excess longitudinal voids in car, not to fill cargo voids on pallets.
- Length must extend to height of stacked units.
- Using multiple panels stacked on top of each other is not appropriate.
- Using multiple panels to fill one void is not appropriate (exception - when buffering airbag in compartmentalization).

## DAMAGE

- Note where damage has occurred in railcar.
- Do a walk through of the car and look for damage before unloading. Remove drop fillers and walk between units.
- Identify cause of damage if possible. (Was it pallet to product contact? Were units unprotected? Is damage fresh or old?)
- Photograph damage prior to unloading it.
- Note filler plug condition (Is it crushed? Is it in proper position?)
- Listen carefully during unloading ! Do you hear wood breaking? Do you hear pallets sliding or making contact w/ side walls?
- Pallets can not fall over in a railcar without space for them to fall over. Is care being taken when shifting is present?

# CARGO SECUREMENT TERMINOLOGY



When Stretch Film is applied, ensure all layers of the unit are wrapped top to bottom including the pallet base. Recommended (4) wraps.



# CARGO SECUREMENT TERMINOLOGY

## **VOID FILLER APPLICATION (Plugs)**

*Used to fill longitudinal voids “on the pallet”. Properly sized - so that it does not rise above product height and does not fall below pallet surface.*



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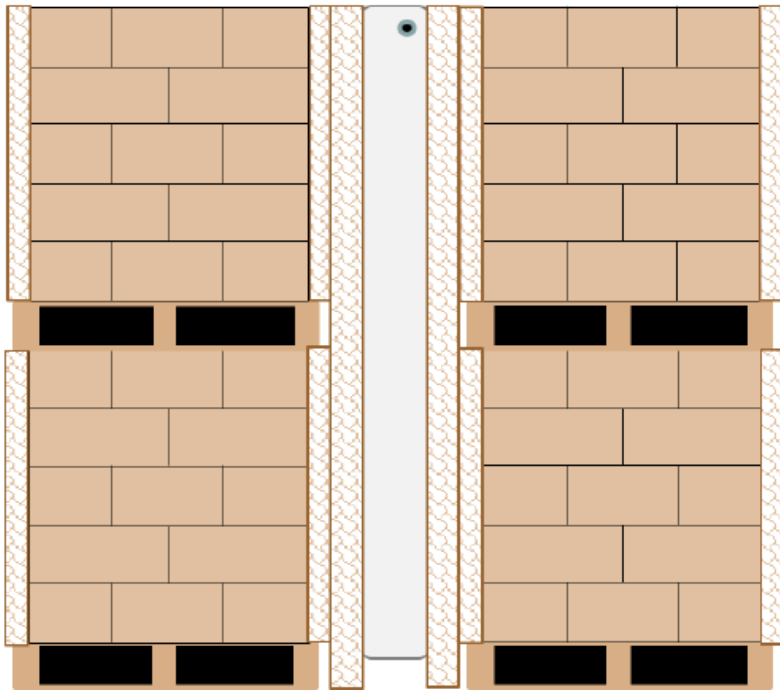
## **AIRBAG APPLICATION**



*Airbag is buffered on both sides with suitable panels that are correct size for height of product and ensure airbag width is under 12 inches.*

# CARGO SECUREMENT TERMINOLOGY

## Air Bag Applications



1. VOID PANELS USED TO FILL PALLET UNDERHANG AND ARE OF PROPER SIZE FOR VOID BEING FILLED.
2. VOID PANELS ALONG ENTIRE SURFACE OF UNITS TO FILL EXCESS VOIDS ENSURING AIRBAG DOES NOT EXCEED 12" WIDTH AFTER INFLATION.
3. AIRBAG HAS A SMOOTH APPEARANCE AND APPLIES DIRECT PRESSURE ALONG THE ENTIRE SURFACE.
4. AIRBAG DOES NOT TOUCH THE FLOOR OR PALLETS.
5. AIRBAG IS BUFFERED ON BOTH SIDES AND IS CORRECT LENGTH FOR SIZE OF UNIT.