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Report details for the Event - ##### 1234 ##### 5678

1234 ##### 5678 _ - Admin Template

29/01/2024

Item Owner

Question	Answer
<i>Item barcode</i>	##### 1234 ##### 5678
<i>Item documentation correct</i>	Yes
<i>Location/Address?</i>	12 Wooley Grove, Drumley, D## ##LD
<i>GPS Location</i>	53°47'0"N 5°29'11"W
<i>Customer present?</i>	Yes
<i>Customer first name</i>	John
<i>Customer last name</i>	Smith
<i>Sign for item</i>	
<i>Delivery time and date?</i>	29/01/2024 15:42

Customer Survey

Question	Answer
<i>How satisfied are you with the overall delivery process?</i>	Not satisfied
<i>Speed of delivery?</i>	Satisfied
<i>Condition of the cargo upon delivery?</i>	Damaged
<i>Damage? Image and comment if possible</i>	 <p>Comments: Obvious damage to top of the box. Suggest checklist or inspections to be carried out prior to loading.</p>
<i>Were there any delays, or other issues, with the delivery?</i>	Excess damage, Customer complaint
<i>Further comments & images on above?</i>	 <p>Comments: Suggest boxed and registered items travel in separate vehicle, not with mixed goods.</p>
<i>Packaging of the cargo shipment?</i>	Poor

Question	Answer
Packing image	 <p>Comments: Incorrectly loaded, Some of the packaging opened. Quality control procedures to be followed.</p>
How satisfied were you with the tracking information provided by the delivery service?	Met expectation
Do you have any issues unresolved on delivery?	Yes
Any customer comments?	Totally unhappy with condition of the item and handling procedures. Goods were damaged inside the box

Courier sign off

Question	Answer
Name	Gary Smythe
Staff number	1233
Signature	