Shipping and Receiving Procedure with ShockWatch® 2 QR

Internal quality and logistics procedure. Version 2 · 14/10/2026

1. Purpose and scope

To define how the company uses the ShockWatch® 2 QR impact indicator on the loads it ships and receives: what to do before shipping, what to do on receipt, and what to do when the indicator is activated. It applies to every shipment with this indicator. Every step leaves a written record. Each shipment travels with the Shipment accompanying sheet (separate document).

2. Responsibilities

Role	Responsibility	Name
Quality manager	Chooses the G value, maintains this procedure, runs the monthly review.	
Shipping	Applies and arms the indicator, fills in the accompanying sheet, records the serial number.	
Receiving	Checks the indicator before signing, scans the QR, makes the written reservation if activated.	
Management	Decides actions on carriers, routes and packaging based on the monthly review.	

3. Choosing the sensitivity

The G value is the shock limit above which the indicator turns red. Choose the value based on the product’s fragility limit given by the manufacturer. If in doubt, talk to us before ordering.

Sensitivity	Colour	Reference
5G	Pink	45000-SWQ
10G	Teal	46000-SWQ
15G	Blue	47000-SWQ
25G	Yellow	48000-SWQ
37G	Purple	49000-SWQ
50G	Red	50000-SWQ
75G	Orange	51000-SWQ

Each unit has a unique serial number and a 2-year shelf life from manufacture, if stored in normal conditions.

Limits of the indicator. The indicator shows that the G limit was exceeded. It does not prove damage by itself and does not replace inspection. The scan records when and where it was read, not where the impact happened. Its value as evidence depends on the transport contract and the insurer.

4. Before shipping (shipping)

☐	The G value suits the fragility limit of the load.
☐	Indicator within shelf life, undamaged, and the window is clear (no red).
☐	Mounting surface clean and dry, on a flat, clearly visible face. Follow the manufacturer's official mounting guide.
☐	Indicator armed according to the manufacturer's instructions for use.
☐	Photo of the load with the armed indicator and the serial number legible.
☐	Shipment accompanying sheet filled in and attached to the delivery note.
☐	Serial number written in the shipping log (section 8).
☐	Recipient and carrier told that the load carries an impact indicator.

5. On receipt

Do these steps before signing the transport document.

☐	Check the indicator: clear window = limit not exceeded; red window = activated.
☐	Scan the QR code with the phone camera. No app needs to be installed.
☐	Photograph the indicator, the packaging and the transport document.
☐	Indicator clear: sign as normal and record the result on the accompanying sheet.
☐	Indicator red: follow section 6 before signing.

6. If the indicator is activated

1. Accept the goods with a written reservation on the transport document. Example: "Impact indicator activated, serial no. ____".
2. Photograph the indicator, the packaging and the load before touching anything else.
3. Scan the QR and keep the record.
4. Keep the original packaging and the indicator. The carrier or the insurer may ask for them.
5. Notify the carrier and the insurer in writing, within the deadlines of the contract and applicable law. Confirm those deadlines with them: this document does not set them.
6. Inspect the contents and describe the damage, with photos.
7. Record the case in the shipping log (section 8) and tell the quality manager.

7. Documents and records

Keep the filled-in accompanying sheets and the shipping log for the period set by the company: _____ years. Scan data is also kept in SpotSee Cloud.

8. Shipping log

One line per shipment. Responsible: _____ Signature: _____

Date	Order / delivery note	Indicator reference	Serial no.	Carrier	Result (OK / Activated)	Notes and action

9. Monthly review

Once a month, the quality manager counts how many shipments arrived with the indicator activated, by carrier and by route. If a carrier or route repeats cases, review the packaging, handling and the choice of G value, and record the decision.