

Larkspur Route Freight - Handover Incident Review

Review IR-12 | Issued 18 October 2027

1. Incident scope

This fictional review covers a missed handover at Larkspur Route Freight's north depot on 9 October 2027. The review concerns the route record and notification process. It is not a revision of all parcel-service terms.

The reviewed route was LRF-RM-483. Its scheduled handover time was 11:20. The alert was opened at 11:50 on the incident day. These clock times describe the reviewed incident, not a new recurring route timetable.

The review found that a stale destination entry caused the missed handover. The report does not attribute the incident to torn seals or excess parcel mass. The booking amendment check is therefore the corrective focus.

The incident review's archive code is LRF-IR-12. Route code LRF-RM-483 identifies the route involved; it is not the review's archive code. Staff retain both codes in the incident index.

The review does not name the individual driver assigned to the route. It uses role descriptions only. The driver roster is held separately from this public training review.

The review team examined the draft booking, dated amendments and handover record. A photograph of the public counter was included for training context. The photograph does not identify the source of the stale destination entry.

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2. Corrective responsibilities

From 16 October 2027, the route supervisor owns the final destination cross-check. Before 16 October 2027, the booking clerk owned that cross-check. The booking clerk still records booking amendments.

The corrective-action owner for the amendment-check briefing is the training lead. The briefing was completed on 17 October 2027. The route supervisor owns the operational cross-check, a distinct responsibility.

No parcel was lost during the reviewed 9 October 2027 incident. The review recorded a missed handover and a later completed delivery. A missed handover must not be reported as a lost parcel without supporting evidence.

The review preserves the handling manual's seven-calendar-day damage-claim window from delivery. The incident did not create a special window from the review's issue date. Claims continue to go to the claims officer.

The follow-up review is due 20 working days after completion of the amendment-check briefing. The completed briefing is the event that starts the follow-up period. The incident date does not start it.

Training attendance sheets use the session code LRF-TR-27D. The training lead stores the sheets in the training folder. This code is distinct from the incident review's archive code.

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3. Service continuity and closure

The incident was closed on 18 October 2027 by the depot manager. Closure followed verification of the completed delivery and the new cross-check assignment. The closure date is not the delivery timestamp used for a damage claim.

The ordinary parcel mass limit remains 18 kilograms per parcel. The review introduces no exception for the route involved. Standard acceptance checks continue at the public counter.

The review does not disclose the total compensation paid after the incident. Its scope is operational corrective action. A statement that no parcel was lost does not specify a compensation amount.

The depot manager keeps the closure record with the incident index. The route handover record continues to follow the handling manual's retention rule. Closing the incident does not reset the route-record retention anchor.

Staff use the corrected destination checklist at the next working-day briefing. The training lead collects feedback on confusing checklist labels. Proposed changes are recorded for review before a revised checklist is issued.

The report carries a training-use note because all organisations, people and identifiers in this corpus are fictional. The operational narrative is written as a realistic example rather than a report about a real carrier.