

OVERVIEW OF THE Claims Process



One of the most important things to know about the claims process is there are guidelines not rules. Each carrier has its own nuances and each claim is considered on its own merit.

SHORTAGES

1) Shippers need to list the total number of items, not pallets, on the BOL. Additionally the shipper needs to make sure the carriers driver signs for pieces, not pallets. Consignees need to sign for pieces, not pallets on the POD.

WHY? If 4 pallets were listed and signed for by the driver on the BOL and 4 pallets listed and signed for by the consignee on the POD there is no way to verify how many pieces were actually shipped or received and if there truly is a shortage. Additionally if pieces were listed and signed for on the BOL but pallets were listed and signed for on the POD there is no way to verify how many pieces were actually received and if there truly is a shortage.

2) Carriers will not accept signing the POD "Said to Contain" (STC). A physical count of cartons must be performed and compared to the Purchase Order if available. Notating any discrepancy with general detail: "missing two of twenty-four cartons" is adequate.

DAMAGES

1) Carriers will not accept signing the POD "Subject to Inspection" (STI). Circle the shipment on all sides to look for possible damage. Does the package sound broken when shaken mildly? Do the cartons appear wet? Are there any holes in the packaging? Do they appear crushed? Notate any discrepancy with general detail: "damage to several cartons" is adequate.

OTHER IMPORTANT ITEMS

1) Upon receiving the freight if the stretch wrap is not intact be sure to note that on the delivery receipt.

2) If a shortage or damage is discovered after the carrier leaves OS requires you file a concealed damage or shortage claim within 24 hours of delivery. Carriers typically deny these claims but filing a claim within 24 hours of delivery increases the chance of success.

TO FILE A CLAIM

1) Calling or emailing OS to notify us about a damage is not filing a claim. Filing a claim is submitting the following to us:

2) We always need a copy of the purchase order / invoice to send with the form to the carrier.

3) This should be accompanied by an explanation of the extent of damages (or missing) and the amount requested on the claims form.

4) If the item can be repaired, you may submit a time and materials sheet now, or when the carrier requests it at a later time. It should be prepared on company letterhead.

TIMELINE

1) Documented damage or loss claims may be submitted up to 9 months after the pickup date, so there is plenty of time to get necessary paperwork together. However, the sooner a claim is submitted, the better the cargo claims team reacts to a request.

2) It takes around a week for an acknowledgement from a carrier that they received the claim.

3) Then, it normally takes an additional 2-6 weeks to investigate damages and make a determination.

4) Investigation teams are generally sent out from the carrier if the claim exceeds \$1000.00. A carrier has 120 days to make a decision on all claims.

