

PROCEDURE

Before the driver leaves:

- Inspect your freight
- Confirm the piece count
- Check for damages, punctures, spills, etc.
- Notate any damages or shortages on the delivery receipt

If your shipment is damaged:

- Take pictures of the damages
- Save your damaged freight in case the carrier needs to inspect the shipment
- Obtain a merchandise invoice illustrating the value of the damaged commodity, and a packing slip if available
- Contact your PartnerShip representative with your shipment PRO number and the above documentation to begin the claims process

THE CLAIMS PROCESS

You can expect communication from the carrier within 30 days of the claim being filed. This could be an approval or denial of the claim, or simply just an acknowledgement that the claim is being processed. Every situation is different and the time required for resolving the claim may vary, but throughout the entire process you can obtain claim statuses from your PartnerShip representative or directly from the carrier.

THINGS TO REMEMBER

- Make sure your central receiving staff is aware of these procedures for accepting freight.
- Signing the delivery receipt "subject to inspection" does not save you in the event of a concealed loss or damage claim (realizing shortages or damages after the driver leaves).
- The driver is required to let you inspect your freight, so take the time to go through it.
- You have 9 months from delivery date to file a claim. However, the more information you can provide for your claim and the sooner you file it, the better. So make notes, take pictures, and file your claim as soon as possible.
- Your PartnerShip representative is here to help you through the entire claims process.