

Claims Procedure

OFS understands that cargo claims are a frustrating, but an inevitable aspect in the shipping industry.

Here are a few tips to help put you in the best position to receive compensation from the carrier on a claim.

DO NOT SIGN POD UNTIL YOU INSPECT THE FREIGHT!

The consignee has the right to inspect and count the freight before signing the POD and releasing the driver.

If you see damage or a shortage:

- Take pictures! Make sure pictures show damaged products. Damage to packaging to not constitute reimbursement.
- Note specifically on POD how much, and what is damaged/short.
- Do **NOT** sign POD "Subject to Inspection" – this will not be valid.
- Ensure the driver signs POD acknowledging the damage.

If you discover damage after the POD has been signed clear:

- Immediately contact your OFS Account Representative.
- Carrier must be notified, in writing, within **5 BUSINESS DAYS** of delivery for claim to be valid.

Remember: Damaged freight and original packaging must be available for inspection and/or salvage until conclusion of claim

By law, carriers have 30 days to acknowledge a claim filing.

Online Freight Services is not liable for damage or outcome of claims.

Please fill out the Freight Claim Form in full, return to your OFS Account Representative and the OFS claims department at claims@onlinefreight.com, in addition to the documents listed below:

- Original Commercial Invoice – (Claim CANNOT be filed without this.)
- Signed POD • Packing slip (if available)
- Pictures of damaged product (if applicable)
- Repair or replacement invoice - (Must be an actual invoice.)

Failure to provide complete documentation can result in delays to claim resolution, or the claim may be rejected entirely.

- Carrier may request additional information or mitigation of the claim. Failure to respond to these requests can result in delays or denial of claim.
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Tips for Notating the Bill of Lading & Delivery Receipt:

Visible Damage:

The precise nature and extent of the damage should be noted on the delivery receipt.

If the nature or extent of the damage is unclear, but you are certain there is damage to the product, write why.

- Write any damage to the packaging that you see that would suggest further damage.
- Do not write “**Subject to inspection**” or “**Possible damage**”-neither actually states specific damage and therefore are not valid.

Concealed Damage:

In the event the freight has been damaged and the delivery receipt was signed without a damage notation, contact the carrier immediately to notify them of the damage.

- Notifying the OFS claims department or entering a claim will not take the place of notifying the carrier.

Make sure to have evidence of the notification through email. Phone notifications should have also have an email sent to confirm.

Notice of concealed loss or damage must be provided to the carrier within 5 business days from the date of delivery.

- This does not change your claim into “visible damage,” but rather establishes a time frame for which the damage could have occurred.

Shortages: On the BOL:

The shipper can request/require the driver to count and sign for the number of pieces, however, this must be agreed upon prior to pick up.

- If there is no agreement or contract in place, it should be discussed with the carrier prior to picking up when the load is being offered to the carrier.

Be aware of abbreviations made by the driver that limit carrier’s liability:

- STC “said to contain”- drivers are not assuming responsibility for any number of pieces, but rather a number of pallets that are “said to contain” a number of pieces.
- SWP “shrink wrapped pallet”- driver is taking responsibility for picking up a shrink-wrap pallet and not the piece count.

On the POD:

Make sure to note any discrepancies in the packaging, especially if the shrink-wrap is torn, missing, or suggests that the product was repackaged (i.e. color of shrink-wrap is not typical color used by the shipper).

LTL CLAIM FORM

(All claims must be submitted with an Original Invoice to support the amount determined on the claim form)

Claimant Contact Information:

*Company Name:

*Contact Name:

*Contact Phone/Email:

*Address:

City:

State:

Zip Code:

Claim Information:

*Commodity:

NMFC#:

Packaging Description:

*Quality Of Goods *[bracket one]*

New

Used

Refurbished

*Claim Type *[bracket all that apply]*

Visible Damage

Concealed Damage

Shortage

Lost Shipment

Concealed Shortage

Customer Reference Number:

Has a replacement been sent?

Yes

No

*(IF YES PRO# IS REQUIRED FOR REPLACEMENT SHIPMENT) Pro#:

Claim Amount:

*Item Damaged:

*Weight of Damaged Item Only:

Can Damaged Goods Be Repaired? Yes No

*(IF YES HOW MUCH) \$

*Claim Total \$

****Please include detailed explanation of the nature of the claim and how the claim amount was determined:***

Signature
