

YOUR ROADMAP TO FREIGHT CLAIM SUCCESS

Unfortunately, sometimes shipments arrive damaged or with incomplete contents. **These seven tips can help give you the best chance at a positive resolution.**

1

Act quickly

Report any damage to your shipment immediately — especially with concealed damage, which needs to be reported within five days and the official claim filed within 15. Try to document damage on the bill of lading while the driver is still there.

2

Take photographs

Take photos of your shipment when it's picked up and when it's received, to help prove your case.

3

Keep the packaging

Keep the shipment and all its packaging together until the claim is resolved.

4

Gather all documentation

Submit the details of your shipment's contents, number of boxes, receipts and invoices with your claim.

6

Follow up appropriately

A carrier has 30 days to acknowledge receipt of your claim, so calling sooner won't speed things up. If after 30 days you have not received communication, you should follow up.

5

Pay the shipping invoice

Carriers often will not process claims on unpaid shipments.

7

Get an advocate

Consider partnering with an experienced third-party logistics (3PL) provider. They can help you successfully navigate the world of claims.

