



GLOBALTRANZ®

THE CLAIM PROCESS

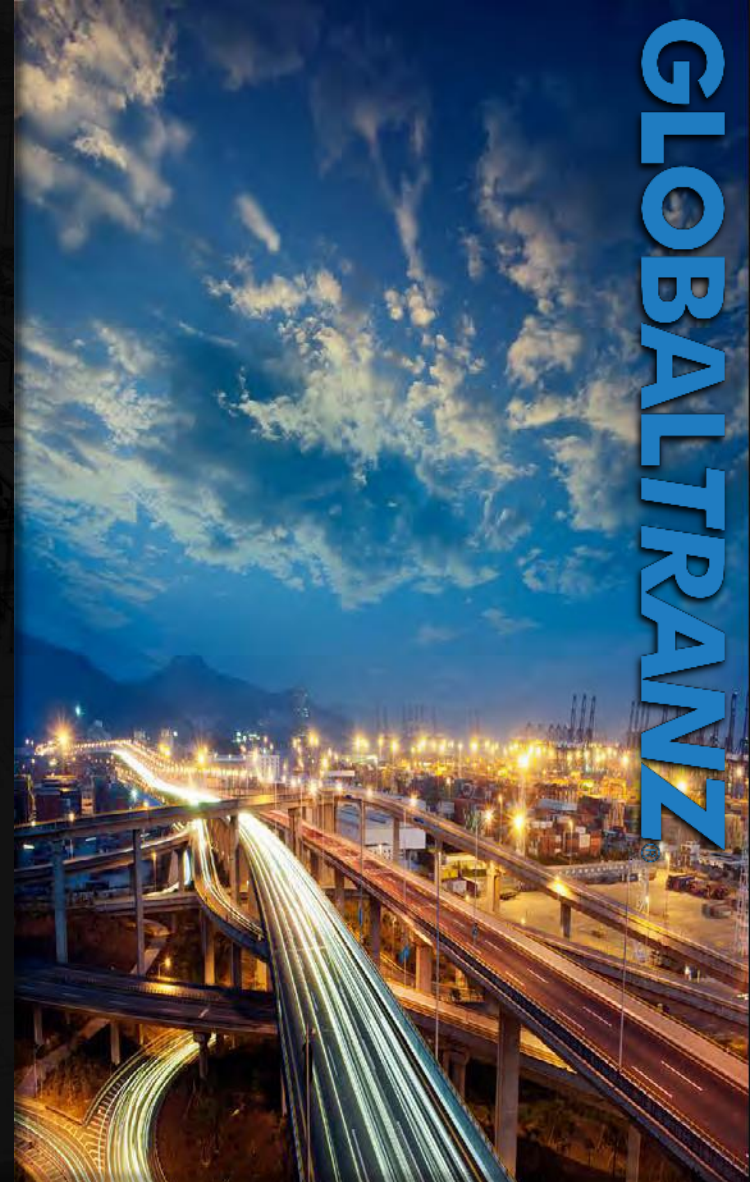
LTL CLAIM

MINIMUM CLAIM VALUE REQUIREMENT

There is a minimum claim amount (\$50.00) on Damage/Shortage claims in order for **GLOBALTRANZ** to file a claim with a Carrier

***ANY CLAIM UNDER FIFTY DOLLARS (\$50.00) WILL NOT BE ACCEPTED

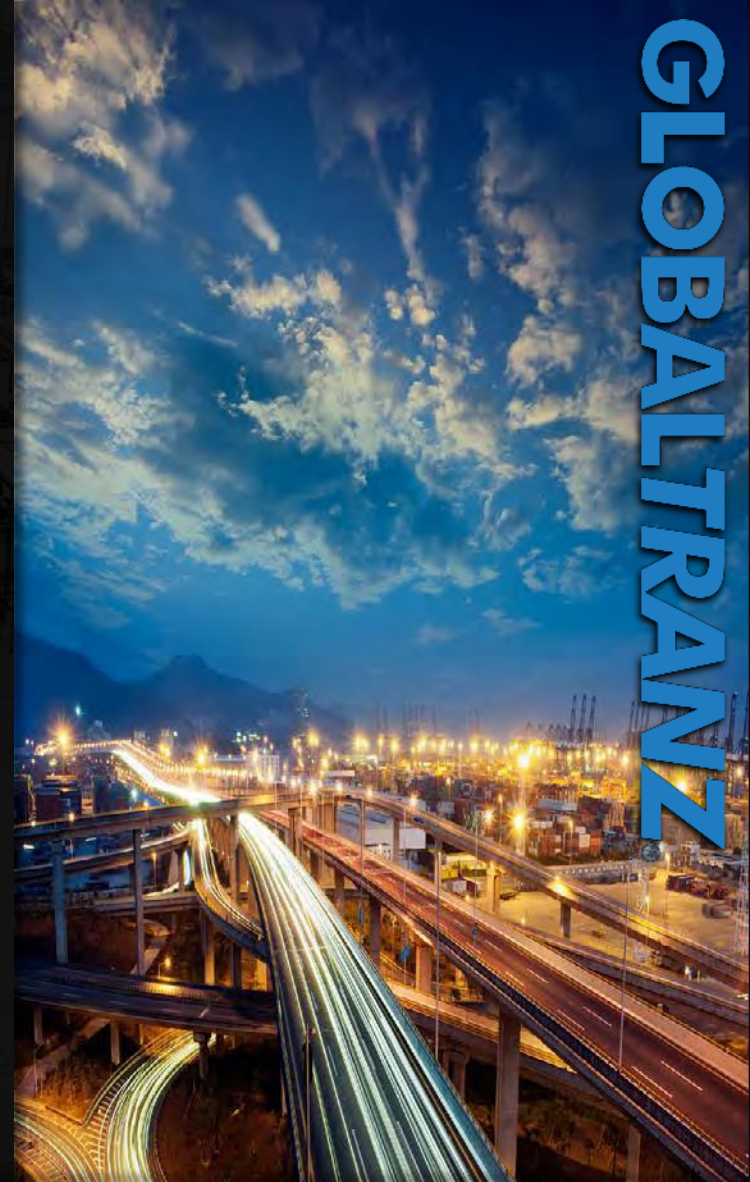
EXCEPTION: UPS WILL NOT PROCESS CLAIMS VALUED AT \$75.00 OR UNDER



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DOCUMENTS REQUIRED IN SUPPORT OF A CLAIM

- Original Manufacturer Invoice: Reflects what Customer paid
- Sales Invoice: Reflects what Customer charged
- Completed GTZ Claim Form
- Repair/Replacement Estimate (if applicable)
- Carrier's Inspection Report (if applicable)
- Additional documents (photos, statements, packing slip)
- Replacement Shipment Information (if applicable)
 - This means PRO or BOL #'s



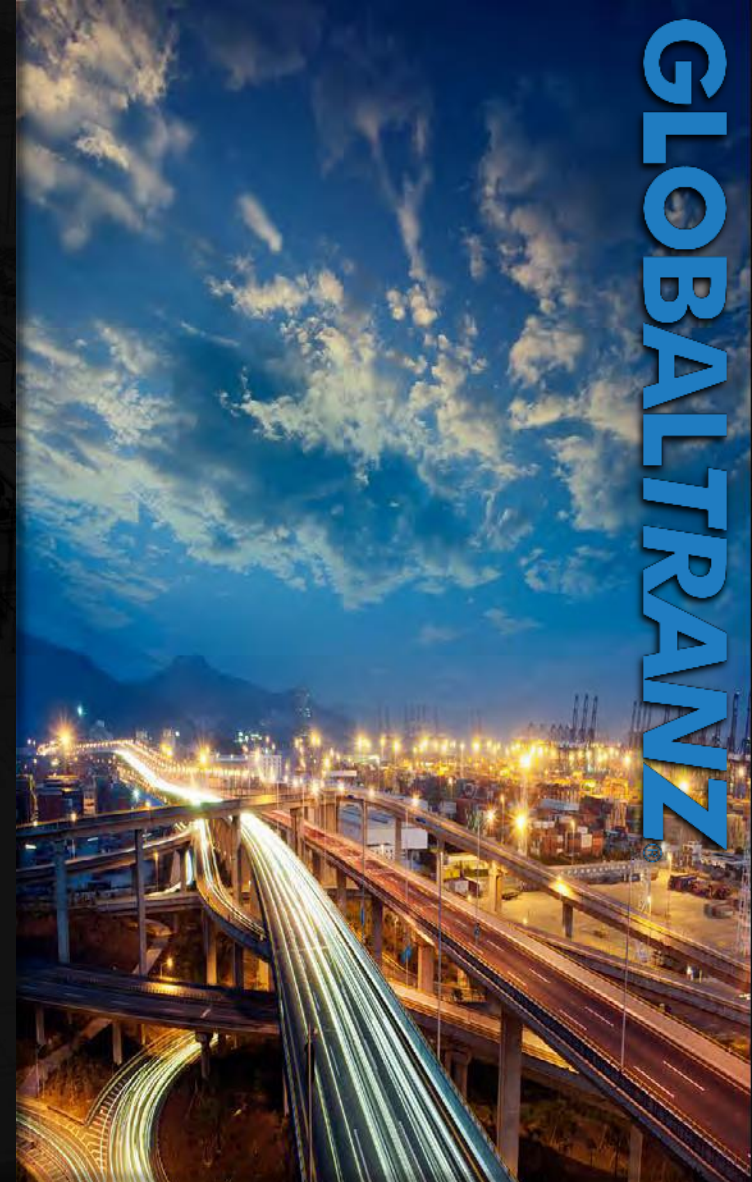
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ADDITIONAL REQUIRED INFORMATION

- Weights of claimed items **MUST** be included on Claim Form
- Proper description of products
- Invoice matching claimed amount
- Or explain how Claimed Amount was determined

Replacement shipments **MUST** be shipped with the same carrier unless the replacements are going small parcel

*** Attach receipt or invoice if this is the case



CONCEALED DAMAGE – POLICY AS OF 04.18.2015

*All Concealed Damage/Shortage must be reported to the Carrier by the Shipper, Consignee, Customer or Sales Agent within **5 business days** from the date of delivery and in **written/electronic form***

***Concealed Damage is any damage observed to the freight that was **NOT** provided in writing on the Delivery Receipt

What to record when reporting to the Carrier:

- Number Carrier assigned to the notification of Concealed Damage/Shortage
- Contact Name, Number, and Title of who you reported Concealed Damage/Shortage to
- Date the Carrier was notified

Concealed Damage must be reported to the Carrier prior to a claim being sent to GlobalTranz Claims Department to file

Claim forms received with reported Concealed Damage will be filed with the Carrier for 1/3 of the manufacturer invoice amount of the damaged product. We cannot guarantee payment from the Carrier in this amount, but will dispute aggressively. Concealed Damage claims in which the Carrier is not notified within **5 business days of delivery** AND in **written/electronic form**, will not be filed by GlobalTranz, as Carriers will not agree to any compensation in this circumstance

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Reminder – It is critical that the Consignee notates any damage on the delivery receipt, as recourse is extremely limited for shipments without written damage notated on the DR

SUBMITTING A CLAIM

For optimal results, submit claims electronically (VIA EMAIL):

- Email claimsdept@globaltranz.com
- You MUST include the BOL # of the shipment in the subject line
- All required documents must be included in the email
- PDF documents are requested, but not required

EMAILS RECEIVED VIA CLAIMS DEPARTMENT

- FILED NEW CLAIM EMAIL
- CUSTOMER CLAIM ACKNOWLEDGEMENT EMAIL
- CARRIER REQUEST FOR INFORMATION EMAIL
- CARRIER REQUEST MITIGATION EMAIL
- CARRIER REQUEST SALVAGE PICK-UP
- CARRIER DECLINATION
- CLAIM PAYMENT : CHECK
- CLAIM PAYMENT : CREDIT MEMO

FILED NEW CLAIM EMAIL

CONFIRMATION EMAIL : YOU WILL RECEIVE WITHIN 48HRS. OF SUBMITTING A CLAIM

To Whom It May Concern:

GlobalTranz has received your claim on BOL # **1234567** and has been filed with **CARRIER** today, **DATE**.

Every effort will be made to resolve your claim promptly. Your claim should be settled within 60 to 90 days, while industry standard/regulation allow carriers up to 120 days to resolve, with 60 day periods after the 120 day time-frame if no resolution has been met.

Circumstances may require additional time and/or documentation, therefore, we ask for your patience should this occur.

All salvage and packaging MUST be retained until your claim is resolved.

Status of your claim can be viewed at CarrierRate.com located under the “Claims Status” tab (1.0) or “Open Claims” tab (2.0)

CUSTOMER CLAIM ACKNOWLEDGEMENT EMAIL

ACKNOWLEDGEMENT EMAIL : YOU WILL RECEIVE WITHIN 30-45 DAYS OF FILING CLAIM

Hello,

GlobalTranz has received a claim acknowledgement from **(Carrier Name)**;

Your claim number is # **(Carrier Claim Number)**.

Every effort will be made to resolve your claim promptly. ***Your claim should be settled within 60 to 90 days while industry standard/regulations allow carriers up to 120 days to resolve, with 60 day periods after the 120 day time-frame if no resolution has been met.***

Circumstances may require additional time and further documentation, therefore we ask for your patience should that occur.

All salvage and packaging must be retained until your claim is settled.

CARRIER REQUEST FOR INFORMATION EMAIL

The Carrier may require additional information from the Customer in order to continue their investigation of claim

- A note will be made in your file and you will be notified via email with the request
- We will send two emails regarding the Carrier's request(s).
 - One will be sent once Carrier notifies GTZ Claims Department of request
 - The second will be sent a week after initial request to Customer/Agent
- If we have received no response after 15 days from the second email, we will close the claim due to a lack of response and notify the Customer/Agent via email

***We are able to re-open the claim if the requested documents/information is provided within two years from the date of delivery

CARRIER REQUEST MITIGATION EMAIL

MITIGATION EMAIL : COMMON PRACTICE OF CARRIERS – REQUIRED IF REQUESTED

To Whom It May Concern:

(CARRIER) is requesting mitigation for this claim.

Mitigation is simply one of the options below:

- **Repaired**
- **Sold at a discounted amount**
- **Have the damaged items scrapped for salvage value**

If you are able to repair the damaged items please provide the repair invoice itemized with the labor costs and parts included. Please be advised: repairs are not to exceed the value of the damaged goods. If the item is able to be discounted and sold please submit the invoice showing the percentage discounted or changed sale/ invoice amount.

When the damaged item can't be repaired or sold at discounted amount due to damages and/or have absolutely no scrap value, we will need a detailed explanation on company letterhead as to why the freight is a total loss.

CARRIER REQUEST SALVAGE PICK-UP

A carrier may be within their rights to pick-up the damaged product as salvage material

You will receive an email requesting:

- Contact Name
- Contact Email
- Contact Phone Number
- Contact Address

****Some carriers may send a form to be submitted that will be attached*

At this point the carrier will be reaching out directly to the contact provided

CARRIER DECLINATION

The carrier may decline the claim

- If this is the case, a copy of their declination letter will be provided to you via email
- Your claim will show as closed in our system
- If you would like to challenge the declination, please send your request, along with additional documentation or information to support your rebuttal, to claimsdept@globaltranz.com
- The Claim Analyst assigned to your case will determine if the case is strong enough to re-submit to the Carrier and contact you accordingly

CLAIM PAYMENT : CHECK

WHEN A CLAIM IS WON IN YOUR FAVOR, YOU WILL RECEIVE THIS EMAIL IF YOUR ACCOUNT IS CURRENT:

To Whom It May Concern:

We have sent payment regarding BOL # **(NUMBER)**.

Payment Details: Check # **(NUMBER)** in the amount of \$_ .

Your check should arrive between 7-10 business days from the date of this email being sent.

Please note: Carrier paid claim accordingly: Explanation of Claim Payment

CLAIM PAYMENT : CREDIT MEMO

WHEN A CLAIM IS WON IN YOUR FAVOR, YOU WILL RECEIVE THIS EMAIL IF YOUR ACCOUNT IS NOT CURRENT:

To Whom It May Concern:

Regarding BOL # **(NUMBER)**, your claim has been won and paid.

Payment Details: Credit Memo has been applied to your account in the amount of \$.

Please note: Carrier paid claim accordingly: **Explanation of Claim Payment.**

*Per our terms and conditions, any past due invoices **MUST** be paid before a refund check can be issued.*

Thank you for being a valued customer.

HOW TO PRINT OR SAVE ATTACHED FORM

***PRINTABLE - SAVEABLE CLAIM
FORM ATTACHED AT THE END
OF THIS PRESENTATION***

*Select print and set range to final
2 pages only to print*

*Select "Save as" and name the
BOL # of claim and then click
save for electronic copy*



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CLAIMS CONTACTS

Anthony Hernandez |

Claims Lead - 480.339.5503

General Contact Information |

claimsdept@globaltranz.com

O: 866-275-1407 x 9012 | F: 928-759-2579

CARGO LOSS OR DAMAGE SUBMITTED BY:

Claimant Name:	Date Prepared:	Contact Email Address:
Address:	PRO Number:	BOL Number:
City, State, Zip:	Contact Name:	Phone Number:
Claim Type: Shortage Lost Damage Concealed	Carrier's Name:	GlobalTranz Sales Rep's Name:

CLAIM IS MADE ON THE FOLLOWING DESCRIBED SHIPMENT:

Shipper:	City, State & Zip:
Consignee:	City, State & Zip:

DETAILS OF CLAIM:

Quantity	Product Description/Item	Weight	Claim Amount
			\$
			\$
			\$
			\$
			\$
Freight/Shipping Charges	Original OR Replacement Freight Charges (If no replacement was ran and unit was not completely lost/damaged, we will file for pro-rated freight) Please use separate claim page if all items can not fit on this page		\$
		TOTAL	\$

THERE IS A MINIMUM CLAIM AMOUNT OF FIFTY DOLLARS (\$50.00) ON DAMAGE/SHORTAGE CLAIMS IN ORDER FOR GLOBALTRANZ TO FILE A CLAIM WITH A CARRIER. ANYTHING UNDER FIFTY DOLLARS (\$50.00) WILL NOT BE ACCEPTED.

*****EXCEPTION: UPS WILL NOT PROCESS CLAIMS VALUED AT \$75.00 OR UNDER**

Concealed Damage/Shortage claims **MUST** be reported to the carrier's OS&D Department directly by the customer or the agent within **5 business days AND via email or fax**. You are **NOT** filing a claim, only reporting concealed damages. This must be done prior to a claim being filed.

DOCUMENTS REQUIRED IN SUPPORT OF YOUR CLAIM

- Original invoice or certified copy showing prices (wholesale invoice, manufacturer invoice, showing the actual value of the product) (This is not the invoice for freight charges).
- Repair bill or certified copy (if repaired) showing material used & labor rate per hour
- Carrier's inspection report (if applicable)
- Additional documents (photos, statements, packing slip, etc.)
- Replacement Shipment Information (if applicable) (Replacement shipments **MUST** be shipped with the same carrier unless the replacements are going ground; such as UPS or FedEx ground)

PARTY IN POSSESSION AGREES TO KEEP ALL FREIGHT/PACKAGING UNTIL CLAIM IS COMPLETELY PROCESSED AND SETTLED.

The above documents may be faxed to our Claims Assistance Department to [928-759-2579](tel:928-759-2579) or emailed to: claimsdept@globaltranz.com. Upon receipt, our Claims Assistance Department will help you in presenting your claim to the motor carrier.

Claims Processing and Guidelines

CLAIMS AND LIMITATIONS OF LIABILITY:

GlobalTranz is not liable for any loss, damage, mis-delivery or non-delivery caused by the act, default or omission of a carrier, the customer or any other party who claims interest in the shipment, or the nature of the shipment or any defect therein, or a violation by the customer of any provision of its agreement. Customer acknowledges that GlobalTranz liability is limited to the fees that GlobalTranz has been paid with respect to the subject shipment. Customer specifically acknowledges that liability for loss or damage to cargo is limited to a claim against the motor carrier in possession of the cargo under the Bill of Lading, pursuant to 49 U.S.C. 14706 (the "Carmack Amendment").

GlobalTranz® - Rev7-30-2013 #1005

The Claims Process may include:

INSURANCE:

Claims will be made for either direct payment by the carrier or via insurance provided by the carrier for loss or damage to goods in transit. Each carrier's governing tariff may limit its liability to you on any shipment. Customer acknowledges that a claim for damages does not relieve it for payment under the terms of the GlobalTranz Freight Broker Agreement. Cargo claims may be submitted to the motor carrier or to GlobalTranz. GlobalTranz will assist in the presentation of claims, but has no responsibility or liability therefore. GlobalTranz offers Shippers Interest Cargo insurance to you, the Customer. However, GlobalTranz has no liability with respect to the issuance or denial of Shipper's Interest Insurance, or in the payment or denial of claims.

DAMAGED SHIPMENTS:

Consignee must inspect freight for damage or signs of damage or shortage. Damage/shortage should be noted at the time of delivery on the delivery receipt. It is the consignee's responsibility to check the outside of crates, packaging, and pallet condition for dents, holes and tears and note details of any exception, which will help in making the claim. The delivery receipt records the condition at the time of delivery, i.e., the freight was received in good order unless exceptions were noted. Please note that the consignee is not justified in refusing a damaged shipment unless the damage has made the freight worthless. If only partial damage or loss occurs the consignee should accept the shipment and determine whether the damaged freight can be repaired.

CONCEALED DAMAGE:

Concealed damage MUST be reported within 5 business days of delivery to the carrier in written/electronic form. The consignee should unpack and inspect freight before calling the carrier to report the damage. The concealed damage must be reported by the consignee, customer, shipper or sales agent to the carrier. An inspection may be required by the carrier. The carrier may offer 1/3 or decline claim.

REQUESTING INSPECTIONS:

If the declined cargo is damaged, an inspection may be required. The customer should contact carrier's customer service or GlobalTranz's Claims Assistance Department. An inspection report is not a claim.

DISPOSITION OF DAMAGED FREIGHT:

If the consignee refuses damaged freight, the carrier may request "disposition." A letter authorizing salvage sale or authorizing the return of the damaged freight at no charge will be obtained (free astray). Disposition may be assisted by GlobalTranz Claims Assistance Department.

SHIPMENT SHORTAGE:

If the consignee/customer feels part of the shipment is missing, the shortage must be noted on the delivery receipt at the time of delivery.

SHORTAGE TRACING:

The consignee must note the shortage on the delivery receipt and notify GlobalTranz or the carrier immediately. The carrier will attempt to locate the shortage. Have the following information available: BOL number; names and addresses of the shipper and consignee; number of pieces; number of missing pieces; weight of shipment; delivery date; any part number or serial number; a complete description of the missing pieces, size, shape, color, packaging details, etc.; and any other information helpful in identifying the shortage.

STEPS TO TAKE PRIOR TO FILING A FREIGHT CLAIM:

As soon as damage or shortage has been identified, you may obtain a claim form on our website or you may request a claim form directly from our Claims Assistance Department. If the damage is deemed minimal and can be repaired, such repairs need to be completed prior to filing the claim. If the damage is deemed a total loss and requires complete replacements, the replacements should be shipped with the same carrier in order to file for replacement freight expense.

FREIGHT CHARGES: (Destination value/Origin Value)

If the freight charges have been paid to the carrier and the freight is undelivered or damaged, Customer may be entitled to reimbursement. However, when a claim is filed based on the destination value of the goods, that value presumably includes the freight charges. If the claim is based on the origin value of goods then the freight charges may be added in the claim.

CLAIM PROCESSING:

GlobalTranz will help you submit the claim to the carrier for processing. Carriers will acknowledge a claim in writing within 30 days. GlobalTranz will provide the acknowledgment and claim number to you. You may obtain the claim status by phone, email or via our website. Claims sometimes take up to 120 days to resolve.

UNRESOLVED CLAIMS:

Claims must be presented to the carrier in writing within nine months of the loss. A lawsuit must be filed against the carrier within two years and one day from the date the carrier denies the claim in writing.

CLAIM PAYMENT:

If GlobalTranz receives claim payment from the carrier we will notify you and GlobalTranz will send payment within 7 to 14 days. If the customer has past due invoices the claim payment will be applied to open invoices and a credit memo will be issued.

LIMIT OF CARRIERS LIABILITY:

All carriers have a limit of liability. Limits may be per pound for a loss or damage. Some carriers' limit of liability is based upon the freight classification. Liability for used or refurbished/reconditioned cargo may have maximum liability of \$.05/lb to \$.50/lb depending on the carrier.

RELEASED VALUE:

This is the value/lb at which a shipper "releases" the goods at a declared value above the per pound or classification rate offered by the carrier. "Shipper's Interest" cargo insurance is a viable and inexpensive alternative that will assure resolution of any claim.

SHIPPER'S INTEREST CARGO INSURANCE:

This is additional insurance that you may purchase to cover the full value of goods being shipped. Please contact your GlobalTranz sales representative for details. The cost of Shipper's Interest insurance is approximately \$.50/\$100 of value with a minimum cost of approximately \$35.00.