

RECOMMENDED OPERATING PROCEDURES

1.) Notify the carrier in writing

- ✓ The NMFTA recently reduced the time period for reporting a concealed damage from 15 days to 5 days.
- ✓ Reporting within this window does not transfer liability back to the carrier.
- ✓ The claimant still has the challenge of proving beyond a reasonable doubt that the carrier is in fact liable for the damages.

2.) Take pictures for supporting documentation

- ✓ These should show the condition of the freight when the damages were first discovered.
- ✓ Send these pictures with the written documentation to the delivering terminal.

3.) Put the material aside and request an immediate inspection

- ✓ Stop breaking down the material as soon as the damages are discovered.
- ✓ It is important for the inspector to see the damages before all packaging has been removed.

4.) Provide any additional documentation

- ✓ Many companies will have security cameras on their shipping docks.
- ✓ Video evidence may help show signs of damage to the product before the delivery was completed.

5.) File the claim

TIPS TO PREVENT

1.) As a shipping party, take pictures of outbound freight.

- ✓ Product should be in its final packaging and ready for carrier pick up.
- ✓ In the event of a claim, pictures can be accessed to provide documentation to the consignee and carrier.

2.) As a receiving party, take pictures of the freight as soon as the carrier arrives.

- ✓ This should occur before the receiving party signs the Delivery Receipt.
- ✓ Pictures will be additional documentation to support damage notations on the Delivery Receipt.

3.) Inspect packaging to identify any opportunities to better protect the freight.

- ✓ Carriers have the right to decline any claims for improper packaging.
- ✓ Make sure your packaging is compliant with the guidelines set forth in the National Motor Freight Classification guide.

4.) Educate your customers

- ✓ Concealed damages often occur with customers that do not receive freight on a regular basis.
- ✓ Provide simple instructions in advance as a preventative measure.