

MANUAL Policies and Procedures	SECTION Freight	POLICY NO.
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SUBJECT Customer Freight Claim Procedure	PREPARED BY Theresa Knudson, P.Log.	REPLACES N/A
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1 PURPOSE

To comply with the standard carrier freight claims procedures, customers must follow the procedure below to complete the requirements for the carriers' damage freight policies.

2 PROCEDURE

- 2.1 Upon arrival of goods on your shipping dock, a full inspection of the items is required. All skids, boxes, crates and other must be inspected for physical damage to the packaging.
- 2.2 If damage such as rips, scratches, dents, missing straps, etc. is found on the packaging the receiver **must** make a note on the waybill **before** signing the carrier's waybill. If the carrier has a scanner and not a paper waybill there is usually no place to mark this so you must sign your name as "possible damage"
*NOTE – Marking the waybill with notes of possible damage **does not** initiate a claim with the carrier.
- 2.3 If carrier can wait for further inspection then have them wait. If they have to leave then just make sure you have completed 2.2 before they leave. The waybill is a binding contract and if signed clear they do not legally have to pay for any damage.
- 2.4 Before removing the damaged packaging to inspect the goods please take pictures of the damage to the packaging.
- 2.5 Remove the packaging to inspect the goods. If damage is found then take pictures of the damaged area.
- 2.6 Determine the amount of damage to the shipment and if it is significant (i.e. Entire item with a value of 1000.00 +) then call the carrier company and request an inspection. *NOTE – Calling for an inspection **does not** initiate a claim with the carrier.
- 2.7 On the website www.nee.ca you will see a tab called Links. In this section there is a Freight link called Customer Freight Claim Procedure. If the carrier you are claiming against is not on this list please contact the carrier directly and request a copy of their claim form.

- 2.8 Print a copy of the claim form you require. Fill the claim form out, giving the carrier all the information they are requesting. If the claim is only half complete this will only delay the claim and the collection of funds. Fax, mail, or scan the claim to the requested contact on the claim itself. If you have a local contact, avoid sending the claim to them as they will just have to send it to the claims department and it may get lost in the system. It is best that you send it to the correct place the first time.
- 2.9 If you are putting in a claim on an item then the item must be put aside until the claim is closed with the carrier. If the carrier does pay out the claim then they have the legal right to pick up this item. If you are claiming the cost of the repair parts, the carrier can request the defective parts once they pay out the claim. It can not be broken down or thrown out until approved by the carrier.
- 2.10 If the item is required by your customer before you have received the acknowledgement from the carrier then you can call the number on the claim form and request an update on the claim status. Advise them that the item must be shipped and they will advise if you can do this or not. If you do get the OK to ship goods then note on the claim the **date, time and person** that you spoke to on the phone.

3 EXECPTION

If the damage appears to be very extensive or more than a shipper would normally see on any given shipment then please notify National Energy Equipment, Inc. as soon as possible so that future preventive measures can be looked into.

If you have any questions you can contact Theresa Knudson, Logistics Coordinator at tknudson@nee.ca or 604 942 3825 for instruction.