

DCI Claims Process

When to file a claim:

Claims should be reported to the DCI Claims Coordinator immediately upon discovery of loss or damage. A freight claim and its supporting documentation must be filed within nine months of delivery, or in cases of non-delivery, within nine months after a reasonable time for delivery has elapsed. Carriers will not pay a claim unless it is filed in writing within the allotted nine-month period.

Concealed shortage(s) or damage(s) must be reported to the carrier within 15 days of delivery, or no claim can be filed; it is important that all claims and the corresponding documentation be submitted promptly.

Who should file a claim:

The shipper, consignee or the owner of the goods may file a claim. Be sure to show the complete name and address of the claimant on the formal claim form. If a shipment is tendered to us at a released rate, it may be to the consignee's benefit to recover their loss from the shipper.

With whom should the claim be filed:

All claim forms and documentation should be submitted to the DCI Claims Coordinator. The Claims Coordinator will review and forward the claim to the originating carrier, delivering carrier or an intermediate carrier, if determined that loss or damage occurred in their possession.

Damaged goods:

Do not discard of the damaged goods, packaging or container seals until an adjuster has seen the freight OR the inspection has been waived. Discarding of the damaged goods could result in an immediate denial of the claim if no damages can be inspected and proved.

Concealed loss or damage:

When damage is discovered after the delivery receipt is signed and the cartons are opened, it is termed concealed damage. When this occurs the claim department must be contacted immediately to determine whether it warrants a formal inspection. The consignee must hold the shipping container and its contents in the same condition as delivered; the carrier must be notified within 15 days of delivery.

Burden of proof:

The law requires that the claimant establish three things:

1. The carrier received the freight in good condition at origin
2. The freight was short or damaged at destination
3. A specific dollar amount of the loss or damage

About paying the freight bill:

Section 217(b) of the Interstate Commerce Act (U.S.C. 40517) (b) prohibits a carrier from collecting any charges different from those published in the carrier's effective tariff. These charges should be paid in full and the portion applicable to the loss or damaged items should be included in the freight claim. Claims and payment of freight charges are two entirely different transactions. ICC regulations prohibit withholding payment of freight bills because of a pending claim.

Determine the dollar amount accurately:

The carrier states that you, as the owner of the goods, has a legal obligation to minimize the amount of a claim whenever possible. The carrier will recommend that you make the efforts to repair, discount, or salvage the damaged goods.

Salvage retention:

The salvage must be retained until the claim is resolved, or until the claim is given disposition by the claims department to dispose of the material.

Claim filing checklist:

The formal claim form must be presented in writing, including the dollar amount, the reason for the claim, identifying forms of the shipment with the Pro number, and the claimant's name and address. Please use the checklist below as a reference point before you submit your claim paperwork.

Documents which should be included:

- A signed DR by the customer and driver notating the damage(s)
- Any supporting pictures of the damage(s)
- Clear description of what is being reported
- Customer's invoice of the claimed product showing the original costs
- Description of manufacturing cost of product loss or damage and replacement cost, "Not retail value" (meaning what the product cost was; not what the customers invoiced amount to their customer)

Each document sent in must have the corresponding DCI Pro # or the LTL BOL # on it.

DCI Claims Coordinator: (800) 315-9878 or E-Mail - claims@dedicatedcarriers.com