





**TIPS ON RECEIVING GOODS, FILING CLAIMS** PAGE 1 (01-14-03)

EVEN WITH OUR EMPHASIS ON QUALITY AND OUR BEST EFFORTS, SOMETIMES A SHIPMENT MAY BE LOST OR DAMAGED DURING TRANSIT. RECOGNIZING THIS, WE HAVE PREPARED THE FOLLOWING SUMMARY OUTLINING BASIC FREIGHT RECEIVING AND CLAIM PROCESSING INFORMATION:

-IF YOU RECEIVE A SHIPMENT WITH APPARENT EXCEPTIONS, RECORD SPECIFIC DETAILS ON THE DRIVER'S DELIVERY BILL. DO NOT USE " SUBJECT TO" NOTATIONS AS THEY DO NOT DOCUMENT OR IDENTIFY A PROBLEM WHEN A SHIPMENT CHANGES HANDS.

-SHOULD YOU DISCOVER DAMAGE, SHORTAGE OR PILFERAGE, IMMEDIATELY CALL OUR LOCAL OFFICE, OR THE DESTINATION CARRIER IF AN INTERLINE DELIVERY IS INVOLVED, AND ADVISE DETAILS. CONCEALED DAMAGES SHOULD BE REPORTED AS SOON AS POSSIBLE AFTER DELIVERY, AND AT THE LATEST, WITHIN 15 DAYS.

-IF A SHORTAGE, OUR CUSTOMER SERVICE STAFF WILL DO ALL POSSIBLE TO LOCATE THE MISSING ARTICLES FOR YOU. SHOULD DAMAGE OR PILFERAGE BE REPORTED, DETAILS WILL BE DOCUMENTED OVER THE PHONE. IF VALUE WARRANTS IT, A QUALIFIED INSPECTOR WILL BE DISPATCHED TO COMPLETE A MORE FORMAL ON SITE INSPECTION REPORT OR WE MAY ASK YOU TO COMPLETE A CUSTOMER DAMAGE REPORT. RETAIN ALL PACKING MATERIALS AND ANY DAMAGED ARTICLES FOR INSPECTION.

-YOU MAY ALSO WISH TO INFORM YOUR OWN INSURER, SUPPLIER OR ANY OTHER PARTY THAT MAY BE INVOLVED IF THERE IS QUESTIONABLE CARRIER LIABILITY OR LIMITED TRANSIT VALUATION COVERAGE.

-CARRIERS ARE NOT ALWAYS LIABLE. BILL OF LADING CONDITIONS SPECIFY IN PART THAT A CARRIER SHALL NOT BE LIABLE FOR LOSS OR DAMAGE THAT IS CAUSED BY AN ACT OR DEFAULT OF THE CONSIGNOR, CONSIGNEE, OR OWNER OF GOODS. THIS EXCLUSION RELATES TO DAMAGES THAT STEM FROM INADEQUATE PACKING OR TO SITUATIONS THAT HAVE DEVELOPED OUTSIDE OF CARRIER HANDLING OR CONTROL.

-AFTER DAMAGE DETAILS ARE DOCUMENTED, TAKE REASONABLE STEPS TO LESSEN THE LOSS FOR WHOEVER MAY BE REQUIRED TO UNDERWRITE IT. THIS IS KNOWN AS THE DUTY TO MITIGATE. RESPONSIBILITY FOR MITIGATION RESTS WITH A CLAIMANT. IF REPAIRS ARE ECONOMICAL, THEY SHOULD BE ARRANGED BY YOU AND/OR YOU SHOULD ARRANGE TO SALVAGE DAMAGED PRODUCT TO THE BEST OF YOUR ABILITY. ON REQUEST WE CAN ARRANGE FOR DISPOSAL OF SALVAGE IF YOU ARE UNABLE TO HANDLE. THIS IS DONE FOR CUSTOMER SERVICE TO CONSERVE ANY REMAINING VALUE. CARRIER SALVAGE HANDLING IS NOT AN UNDERTAKING OF CARRIER LIABILITY.

-CLAIMS, OR FORMAL WRITTEN NOTICE OF PENDING CLAIM, INCLUDING ESTIMATED AMOUNT, MUST BE GIVEN WITHIN 60 DAYS OF DELIVERY AS PER LEGISLATED STATUTORY REGULATION. A CARRIER INSPECTION REPORT, IF COMPLETED, IS AN INTERNAL CARRIER DOCUMENT AND IT IS NOT DEEMED TO BE WRITTEN NOTICE OF INTENT TO CLAIM.

-IF OUR TRACING EFFORTS HAVE NOT LOCATED YOUR SHORTAGE, OR DAMAGE WAS TO AN EXTENT JUSTIFYING A CLAIM, YOU MUST SUBMIT THE FOLLOWING DOCUMENTATION TO OUR CLAIMS PROCESSING DEPARTMENT FOR CONSIDERATION. AS A GENERAL OBSERVATION, IT IS USUALLY UNECONOMICAL IN COMMERCIAL BUSINESS SETTINGS, FOR A CLAIMANT TO PROCESS, DOCUMENT AND ENTER A CLAIM IF THE AMOUNT INVOLVED IS LESS THAN \$50.00.



## TIPS-CLAIM DOCUMENTATION REQUIREMENTS

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- A) YOUR DETAILED STATEMENT OF CLAIM IN EITHER INVOICE OR LETTER FORMAT. ADVISE AMOUNT CLAIMED, HOW IT WAS ARRIVED AT, REASON FOR CLAIM AND CARRIER FREIGHT BILL NUMBER.
- B) A COMPLETE COPY OF THE COMMERCIAL SALES INVOICE FOR THE SHIPMENT INVOLVED TO IDENTIFY THE VALUE OF THE GOODS AS AT TIME OF SHIPMENT.
- C) COPY OF BILL OF LADING, DELIVERY BILL AND CARRIER INSPECTION REPORT, IF APPLICABLE AND AVAILABLE.
- D) DO NOT INCLUDE G.S.T. IN YOUR CLAIM SUBMISSION. G.S.T. IS NOT SUBJECT TO INCLUSION IN TRANSPORTATION CLAIMS. ANY G.S.T. YOU HAVE INCURRED ON THE GOODS CLAIMED AGAINST WOULD BE RECOVERED BY YOU THROUGH AN INPUT TAX CREDIT WITH REVENUE CANADA.
- E) IF REPAIRS ARE INVOLVED PROVIDE COPIES OF JOBBERS INVOICES DETAILING HOURS AND LABOUR RATE INVOLVED AS WELL AS ANY PARTS INVOICES.

-A CLAIM IS AN ASSERTION OF LIABILITY FROM ONE PARTY TO ANOTHER. EACH CLAIM IS SUBJECT TO AN INVESTIGATION AND SUBSEQUENT ADJUSTMENT ON ITS INDIVIDUAL MERITS AND THE BILL OF LADING CONTRACT CONDITIONS. ALL CLAIMS ARE DEALT WITH AS SOON AS RECEIVED AND WE MAKE EVERY EFFORT TO SETTLE THEM WITHOUT UNDUE DELAY. WE WILL NOT HESITATE TO MEET OUR LEGAL OBLIGATIONS WHERE CARRIER LIABILITY IS ESTABLISHED. FOR CUSTOMER SERVICE WE PRIDE OURSELVES IN HAVING THE MAJORITY OF CLAIMS INVESTIGATED AND RESPONDED TO WITHIN 30 DAYS OF RECEIPT. ON THE OTHER HAND, AS PER SECTION 12. OF THE BILL OF LADING CONDITIONS, FREIGHT CHARGES ARE SUBJECT TO PAYMENT BEFORE ANY CLAIM IS DEEMED TO BE PROPERLY FILED.

-IT IS HOPED THIS BRIEF SUMMARY IS OF HELP TO YOU. WE ARE AT YOUR SERVICE, AND SHOULD YOU HAVE ANY QUESTION, PLEASE DO NOT HESITATE TO CONTACT OUR CLAIMS PROCESSING DEPARTMENT AT: 905-789-5000 (EXT. 2227 & 2255)

### CLAIMS SHOULD BE SUBMITTED TO:

WESTERN CANADA EXPRESS  
CLAIMS PROCESSING DEPARTMENT  
60 WARD ROAD  
BRAMPTON, ONTARIO  
L6S 4L5  
FAX: 905-789-5053

Claims email : [claims@wccexp.com](mailto:claims@wccexp.com)