



TRANSPORTATION CLAIMS

Inspection, Damage Documentation, Claims Filing Summary

Inspection

- Designate a minimum of (2) inspectors to ensure inspection coverage at all times
- On board from ground – look for improper or loose tie downs, fluid leakage, undercarriage damage and transport damage.
- On ground – once driver has unloaded units, survey for dents, scratches, missing items

Damage Documentation

- All damage must be noted on the delivery document/ bill of lading at time of delivery
- Five digit damage codes should be used or give an accurate description of the damage spelling out the **area**, **type**, and **severity** of damage
- **Do not speculate as to origin of damage.** Damage documentation is all that is required
- The delivery document/ bill of lading must include date, time, signature of Dealer/ Fleet representative and Carrier driver

EXCEPTIONS:

Delayed Inspection / Subject to Inspection (STI):

- **After Hours Delivery** – damage found requires written notification** to Carrier within 48 hours of delivery
- **Vehicles dirty or snow covered** and driver can't wait: Inspect vertical panels and interior before driver departs, note damages, and write "Subject to further inspection" and reason: too dirty, snow covered, rain, etc. Wash and inspect **ASAP**. Send notification** within 48 hours

Concealed Damage:

- **Areas not visible during on ground inspection:** Requires written notification** to Carrier within 48 hours of delivery. The following areas meet the concealed damage criteria:
 - Exhaust system
 - Suspension system
 - Frame
 - Gas tank
 - Brake lines
 - Inner wall and tread area of tires
 - Engine and drive compartments
 - Underbody sheet metal
 - Tie down brackets

**** It is highly recommended that all 48 hour written notifications be sent by fax, retaining the fax confirmation, or by certified mail, return receipt requested.**

Claims Filing

- File Claim to TLS, SET or GST Claims Administration electronically via Dealer Daily, or if not accessible, by faxing the following documents
 - Cover sheet with contact information (Please indicate “fleet customer”)
 - Copy of Repair Order
 - Copy of Delivery Receipt
 - Copy of 48 Hour Written Notification to Carrier (if applicable)
- **Claim filing time allowance – 6 months from day of delivery**
- TLS, GST or SET will review supporting docs and advise if claim is payable within 72 hours of receipt
- If payable TLS and SET will reimburse Fleet Customer, (check/U.S. Mail), within 30 days of claim acceptance.

	TMS TLS	SET	GST
Contact Name:	TLS Claims	Steve Simoneaux	GST Freight Claims Team
Phone #	(800) 421-3407 Option #2	954-420-4739	713-580-3884
Fax #	(310) 381-5191	Please call before faxing claim	713-580-5890