

## I. OVERVIEW

The headaches often associated with submitting and tracking claims with transportation carriers is a significant pain point of most transportation departments. Furthermore, most organizations don't have the resources available to adequately manage the entire process for all transportation modes. So how do you get your arms around this dilemma? Easy...let Iron Data handle it!

## II. FEATURES

### Small Package Claims

Iron Data can electronically identify lost and damaged shipments for FedEx and UPS. We wait for fifteen days after the scheduled delivery date to provide the carrier enough time to recover and deliver a package that was possibly lost or misplaced in a DC or hub location. Once a potential claim is identified, the following process occurs:

1. A list of potential claims is sent to the shipper for validation.
2. The shipper provides an invoice proving the value of the contents.
3. Iron Data will forward a claim to the carrier on behalf of the shipper.
4. Often within 48 hours, the carrier will either a) acknowledge a lost/damage package claim and start the refund process or b) reject the claims and provide proof of delivery or some other acceptable explanation. By law, the carrier has up to 30 days to respond, however, history has shown a shorter response time for FedEx and UPS.

The carrier will mail the refund check to a specific address or central location. For an approved claim, the carrier will issue a check for the reimbursement of shipping charges plus the actual or insured value of the contents (or up to \$100 for uninsured contents).

### Freight Claims

Unfortunately, there is no way for Iron Data to electronically identify lost and damaged packages for the other carriers, therefore, it is the responsibility of the shipper to identify these potential claims and submit an email request to Iron Data for pursuit with the carrier. All supporting documentation including the bill of lading, invoice and potentially the packing list should be included as well. The following process will occur:

1. Iron Data's experienced team will review the claim for validity and either a) submit the claim to the carrier or b) reject the claim back to the shipper with an explanation.
2. The assigned claims expert will follow up with the carrier and provide all necessary supporting details to fully establish a credible claim. The carrier has up to 30 days to acknowledge the claim if it has not already been settled within the 30 days.
3. If the carrier has an outstanding claim open after 90 days past original submittal, the carrier must provide valid reasoning why they have not settled the claim. Our claims experts will continue to follow the claim until all legal aspects have been exhausted.

Our freight claims experts have over 15 years experience in the industry and often have various certifications relating to claims management.

### III. IRON DATA REDUCES YOUR TRANSPORTATION SPEND BY:

- Significantly reducing your cost to process a claim
- Having the relationships with carriers to efficiently and effectively recover valuable inventory
- Keeping abreast on all the federal regulations including the CFR49 Part 370 code as well full knowledge of the Carmack Agreement
- Having the knowledge and experience to rebut denied claims

### IV. PURCHASING OPTIONS

Iron Data's services and solutions are bundled and typically offered for a single monthly fee or on a transaction basis, depending on the client's preferences. In certain circumstances (such as claims management and content recovery) Iron Data will price on a "gain share" basis. Our customers have found that the savings they accrue by "going beyond the audit" and employing the full range of Iron Data value added services are far greater than would be delivered from the "audit" savings scenario alone.

### V. THE IRON DATA DIFFERENCE

Monitoring, controlling and optimizing enterprise-wide shipping used to be a global headache. Now, with Iron Data, it's a cinch to audit, allocate, pay, ship, track, and analyze; all from one secure web site.

- **Multi-Mode Shipment Audit** – Accurate payment - pay only what you owe - Eliminate paper
- **Cost Allocation/GL Coding** – Increase efficiency – Reduce labor costs
- **Bill Payment & Disbursement** – No float – Avoid risk - Prompt & accurate payment
- **Business Intelligence & Reporting** – Control change - Optimize existing processes
- **Multi-Mode Claims Management** – Reduce labor costs – Includes Content Recovery
- **Desktop Shipping & Compliance** – Change enterprise shipping – Reduce freight costs
- **First & Last Mile Tracking** – Consolidate enterprise shipping – Track internal shipments & assets