

## PARCEL CLAIMS MANAGEMENT & RECOVERY SOLUTION

### SOLUTION RECAP:

Iron Data offers a complete claims process for lost or damaged parcel shipments. We identify these packages through our tracking program, manage the claims from start to finish (with minimal involvement from our client), and secure checks from the carriers for reimbursement of the shipping charges plus the insured value of the shipments. For uninsured packages, the carriers offer reimbursements of up to \$100.00 per claim. The service is typically invoiced on a “gain share” model whereby Iron Data shares a % of the recovery generated by the invoice.

### IRON DATA'S PROCESS OVERVIEW:

- Identify all lost and damaged shipments using proprietary tracking program
- Provide list of lost & damaged shipments to client, requesting invoice copies that verify merchandise value & description
- Once invoice copies are received, file formal claims on-line with carrier(s)
- Correspond with carrier(s) via telephone and fax until claims are paid, disputing denied claims when necessary
- Verify check numbers, payment dates, amounts, and remittance addresses for all approved claims

### CLIENT INVOLVEMENT/REQUIREMENTS:

For Documents/CD's, Common Product Demographics → No involvement by the Client; Iron Data will handle alone

For Multiple Product Demographics → Client must provide copy of invoice to client's customer so that merchandise description and value are substantiated. For Clients approved to use UPS' Expedited Claims Process, an invoice copy is not required – the description and value are simply entered into a spreadsheet

### QUESTIONS & ANSWERS:

**Question:** I thought that Iron Data was automatically recovering the service refund for me as part of the basic audit?

**Answer:** With FedEx and DHL, Iron Data does secure refunds for lost packages as part of its service failure audit (if client has not waived its right to service refunds). However, these refunds only relate to the parcel charges and not the value of the merchandise, so formal lost package claims must be filed to complete the process. With UPS, lost package claims must be filed AND approved before even the shipping charges are reimbursed to the shipper.

**Question:** If I already have an Internal Team performing this content recovery claims process, why use Iron Data?

**Answer:** Many Clients still leverage Iron Data to “post audit” behind the Clients’ Internal Team to ensure that nothing is missed. While we offer a turn-key approach to claims management, we can also complement what a client is already doing internally. Given that Iron Data prices on a “gain share” basis, there is no out of pocket cost to the Client to allow Iron Data to perform a post audit.

**Question:** Are there instances where Iron Data secures reimbursement from the Carrier for a shipment that was actually delivered? If yes, isn’t this unfair to the Carrier?

**Answer:** Yes, though the Carrier’s system may show a package as lost, it still may have been delivered. However, this occurs rarely. Since the Carrier researches its system multiple times before finalizing claims, the Carrier has many opportunities to prove delivery and close the claim.

## 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