



1. Send an email to [claims@spi3pl.com](mailto:claims@spi3pl.com), advise that a claim will be filed and quote the SPT#. The SPI Claims Department will file an intent to claim via email to the contact on the load confirmation.
2. Contact both the consignee and carrier, request their copy of the proof of delivery document and compare. Request photos of the damage from both parties.
3. Call your customer and then follow up with email to seek clarification on the following:
  - a) If a load is rejected in full or partial, you will need to confirm with your customer in writing the disposition of the goods. Do they want them delivered back to them and if not, where should they be delivered? If customer advises to destroy the contents of the load, this will need to be confirmed in writing.
  - b) Advise your customer to not discard the cargo, the carrier and their insurer have the right to inspect the damage and if the damaged cargo is no longer available for inspection, the claim can be denied.
  - c) Consider salvage. If the customer is not taking possession of the rejected goods for salvage against the cost of the claim, the carrier has the right to the salvage to recoup costs.
  - d) Email a copy of the Notice of Claims document and SPI Claims form to your customer. Advise they will need to submit the form along with supporting documents to you.
4. Submit the following documentation to [claims@spi3pl.com](mailto:claims@spi3pl.com) to process a formal claim:

<b>Damage Claim</b>	<b>Loss Claim (Accident/Theft)</b>	<b>Rejected Load – Perishable goods</b>
<ol style="list-style-type: none"> <li>1. Summary of the claim events (what happened and disposition of goods).</li> <li>2. Copy of the BOL</li> <li>3. Copy of POD</li> <li>4. load confirmation</li> <li>5. Photos</li> <li>6. Repair or commercial invoice</li> </ol>	<ol style="list-style-type: none"> <li>1. Summary of the claim events (what happened and disposition of goods).</li> <li>2. Copy of the BOL</li> <li>3. load confirmation</li> <li>4. Photos</li> <li>5. Police report</li> <li>6. Commercial invoice</li> </ol>	<ol style="list-style-type: none"> <li>1. Summary of the claim events (what happened and disposition of goods).</li> <li>2. Copy of the BOL</li> <li>3. Copy of POD</li> <li>4. load confirmation</li> <li>5. Reefer temperature reading from carrier</li> <li>6. Commercial invoice</li> <li>7. Disposal certificate – if applicable</li> <li>8. Pulping temperature reading from customer at point of shipment and at delivery</li> </ol>

**Note:**

A formal claim will not be submitted until all required documents have been received.

Cargo damage claims under \$300.00 will not be processed by the SPI Claims Department. Shipments booked through the SPI LTL Department with DLSW are also subject to the same rule.