



**FINISHED VEHICLE TRANSPORTATION  
CLAIMS AND INSPECTION MANUAL**

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**TABLE OF CONTENTS**

Introduction .....	3
Transportation Claims Process .....	3
Inspection Process .....	4
Inspection Codes .....	4
Major Damage Process .....	5
Lost or Stolen Process .....	6
Claims Payment .....	6
Declining a Claim .....	7
Damage Codes .....	9

## Introduction

The Claims and Inspection Manual has been prepared to assist all Carriers in the handling of claims resolution with Loup Logistics Company (Loup) All Carriers must adhere to these requirements and become familiar with the processes documented in this manual prior to any vehicle handling on behalf of Loup.

This document is subject to change at any time and all updates to the processes in this document will be communicated to all Carriers and posted on the Loup website, [www.louplogistics.com](http://www.louplogistics.com).

## Transportation Claims Process

**It is the responsibility of the carrier doing business with Loup Logistics Company (Loup) to adhere to the following requirements.**

1. Consignee notes transportation damage on the delivery receipt and signs or notifies carrier in the case of subject to inspection (STI) delivery.
2. Transportation claim is filed with carrier at interchange or where damage is first noted.

### STI DELIVERY & HIDDEN DAMAGE:

**STI Delivery:** (Subject to Inspection) Unit was a night delivery or not delivered during business hours.

**Hidden Damage:** Any undercarriage damage or damage under undisturbed plastic covering.

- The delivering carrier will only be notified, **within 24 hours**, of any exceptions that are severity 3 or greater for the purpose of verification. \* **Severity 3 and greater exceptions will be noted on hard copy by the inspection agent at the ramp who will also be responsible for carrier notification, noting time, date and person notified on the hard copy inspection.** (See page 11 for detail on damage severity codes.)
- If **after a 24-hour period from notification** the delivering carrier does not verify the noted exception the vehicle will be shipped on or repaired and liability for the claim will rest with the delivering carrier.
- Loup will not secure any damaged parts that have been replaced by dealer. Carrier must make arrangement with dealer at the time unit is dropped off. Carrier CANNOT decline claim for this reason.
- Severity 1 & 2 will remain the responsibility of the delivering carrier if not noted at the end of the line or plant inspection.
- IF vehicle is an STI delivery or signed for clean, the dealer has 48 hours to notify carrier. If the night drop was on a Friday, dealer has until Tuesday to notify carrier of damages. This also applies to **hidden damage**. Drivers CANNOT note any damage if unit is a STI delivery.

- IF vehicle is a STI delivery or signed for clean, **with untimely notification** carrier must decline with proof of late notification.
3. The carrier has up to 60 days from date the claim was filed to decline with supporting documents, or pays in full the amount filed. **Upon failure to resolve a freight damage claim within 60 days of notification, Loup may, at its sole discretion elect to withhold the disputed amount plus a 15% surcharge from any payment owed to Carrier for any shipment. No settlements are to be made by the carrier with Loup's customer, without written consent of Loup. Payment will be expected prior to issuance of any new business.**
- If a claim is transferred to another carriers' account, the new carrier will be given 60 days to work claim.
4. **It is the carriers' responsibility to manage all open claims on their account. All claim declinations and payments must be sent timely with proper documentation for closing of a claim.**

## Inspection Process

**A mandatory interchange inspection must take place any time there is a vehicle hand off between two carriers. ALL sign-offs MUST INCLUDE signature, date and time.**

### At Facility

- Drivers are required to inspect vehicles prior to loading and departing facility.
- If exceptions are noted, they **MUST** be verified **BEFORE THE VEHICLE IS MOVED.**

### Direct Truck

- Once unit arrives at final destination, there is an inspection between driver and ship to party.

### Origin Rail

- Rail Origin must notify haulaway carrier of any damages before shipping vehicle.

### Destination Rail

- Once unit is off-loaded there is another inspection between rail and driver prior to delivery to dealer.

## Inspection Codes

Code defining the location where a type of inspection is performed. These codes are also used on inspection reports.

<u>Code</u>	<u>Definition</u>
1	Origin Rail
2	Inbound Interchange

3	Railroad Interchange
4	Destination Ramp
5	Dealer
6	Factory/Port Processor Gate
7	Origin Cursory – Rail
8	Destination Cursory – Rail
9	Outbound Compound
90	Delivery with Notification
96	Intermediate Delivery
97	Outbound Intermediate Location
98	Delivery Receipts
99	Delivery Letter of Notification

- Carriers/Inspection Agencies may send any of the above codes in Primary and Supplemental Inspection.

**Loup Logistics Company reserves the right to request Carrier to report electronically to Loup designated area or Freight Claims Agent.**

#### **Types of Inspections:**

- Only one mandatory inspection at a carrier interchange shall be transmitted and accepted into Loup Logistics Company.
- Carriers shall make prior arrangements on how the inspections are to be carried out and which carrier (or third party inspection company) will be responsible for transmitting inspection data to Loup Logistics Company.
- **Mandatory inspections** (ANY vehicle with exceptions), must be transmitted into Loup Logistics Company within (5) calendar days of the inspection.
- **Supplemental inspections** (additional exceptions), must be transmitted within 24 hours after the mandatory inspection.
- **Transmission Error Corrections** must be transmitted to Loup Logistics Company within (14) calendar days of the inspection.

**Loup Logistics Company will NOT arbitrate nor make claim assignments due to tardy inspection data nor will Loup Logistics Company tolerate late payment of claims due to such disputes and issues.**

## **Major Damage Process**

Major damage occurs to unit in-transit or found at delivery destination.

1. Terminal, Rail Ramp or Ship To party reports unit to LOUP at (866) 207-3360 or via email to [claims@shipcarsnow.com](mailto:claims@shipcarsnow.com).
2. Carrier at Terminal or Rail Ramp must transmit hold code (TA) to Loup Logistics Company.

3. LOUP or a third party inspection agent will be called out to inspect all Major Damage vehicles.
4. Any transportation cost incurred due to major damage will be invoiced to Carrier (i.e. inspection fee, towing, etc.).

## Lost or Stolen Process

Vehicle is identified as missing.

1. Carrier MUST notify Loup Logistics Company immediately via email or phone call to (866) 207-3360.
2. Carrier transmits hold code (AF) to Loup Logistics Company.
3. If vehicle is not found after 48 hours, vehicle is categorized as LOST.
4. Carrier continues to search for vehicle, if not found after 72 hours notify LOUP as STOLEN.
5. Carrier reports to Police and faxes a copy of the Police Report to LOUP at (402) 501-3495.
6. If vehicle is NOT RECOVERED after 30 days from time Police Report was created, LOUP files claim with Carrier.
7. If vehicle is RECOVERED, Carrier notifies LOUP immediately.
8. Loup Logistics Company or third party inspection agent inspects vehicle and classify for filing of claims.

## Claims Payment

The following information must be included in the check detail when making a claims payment:

1. claim number
2. dollar amount of claim
3. full 17-digit VIN

Any incorrect or missing information will delay the process of posting payment.

### **Types of Payment:**

- A. **Full Payment** – In those cases where the carrier DOES NOT dispute any line item of a claim, the total amount paid must equal the total amount filed with that claim.
- B. **Negotiated Settlement** – There are times, particularly with concealed damage claims, when neither the claimant nor the carrier can substantially prove its position. The carrier may offer to settle the claim for an amount less than that claimed. Offers of settlement must be viewed in light

of the evidence (the facts of the case) and the cost of pursuing the claim through litigation. If a negotiation is agreed to, the carrier must submit a check for the agreed dollar amount. Claims representative will manually adjust the claim.

- C. **Paid-in-Error** – In those cases where a carrier has paid for a claim that is the liability of another carrier, they are to collect from that carrier. **Refund checks will only be issued for over-payment on payment for damage claims.**
- D. **Partial Payment** – Under no circumstances is it permissible for the claimed amount for any line item to be adjusted by the carrier. Any dispute with the claim dollar amount must be communicated in the process of declining claim.

**Upon failure to resolve a freight damage claim within 60 days of notification, Loup Logistics Company may, at its sole discretion elect to withhold the disputed amount plus a 15% surcharge from any payment owed to Carrier for any shipment. No settlements are to be made by the carrier with Loup's customer, without written consent of Loup.**

**All claim payments must be made payable to and sent to:**

**Loup Logistics Company  
14163 Collections Center Drive  
Chicago, IL 60693**

## Declining a Claim

### Required Documents

It is the responsibility of the carrier declining a claim to secure and provide all the necessary documents in order to resolve outstanding claims. Failure to provide documentation as proof will result in a collection for payment. **All claims decline must include a declination letter on company letterhead, dated along with claim number, claim dollar amount, and declination reason.**

### Types of Documents:

- A. **Preload** – Any prior damage must be noted on the preload, a sign-off must be secured for severity 3 or greater.
- B. **Delivery Receipt** – All haulaway carriers are responsible for supplying to the dealer a delivery receipt where dealers can note damages upon arrival.
  - Driver must verify that damage is written up for the correct vehicle.
  - Driver must make sure that the number of vehicles listed is the number of vehicles dropped off delivery location.
  - Any vehicle that was NOT loaded on truck due to damages or for any other reason must be crossed off delivery sheet – DRIVER MUST REPORT TO LOUP via email or phone call to (866) 207-3360.
  - Driver MUST review the damages noted before signing delivery receipt. **ALL Sign-offs MUST include signature, date and time.**

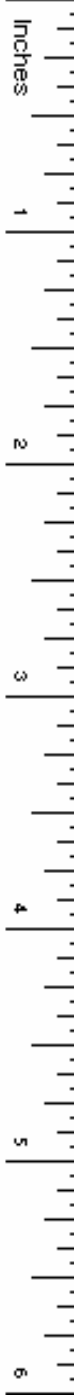
- C. **Major Damage Report** – If a unit is classified as a major damage, carriers must secure and provide the rail “21” report. The rail “21” report identifies and defines in-transit transportation damages. This document is held at rail ramps and is generally signed by third party inspectors. Inspection agencies may also have copies of major damage reports.
- **Inspection Agencies** are third party inspectors hired by the carrier to inspect vehicles for damages. Inspection agencies note damages, signs off on damages, and are capable of transmitting exceptions.



## Damage Codes

<b>DAMAGE AREA CODES</b>	
<b>1st AND 2nd DIGITS</b>	
<b>01</b> ANTENNA	<b>52</b> DECK LID/TAILGATE/HATCHBACK
<b>02</b> BATTERY	<b>53</b> SUN ROOF/T-TOP
<b>03</b> BUMPER/COVER/EXT.FRONT	<b>54</b> UNDERCARRIAGE/OTHER
<b>04</b> BUMPER /COVER/EXT, REAR	<b>55</b> CARGO AREA, OTHER
<b>05</b> BUMPER GUARD/STRIP FRONT	<b>56</b> VINYL/CONVERTIBLE TOP/ TONNEAU COVER
<b>06</b> BUMPER GUARD/STRIP, REAR	<b>57</b> WHEEL COVERS/CAP/RINGS
<b>07</b> DOOR, BACK CARGO, RIGHT (T)	<b>58</b> RADIO SPEAKERS
<b>08</b> DOOR, BACK CARGO, LEFT (T)	<b>59</b> WIPERS, ALL
<b>09</b> DOOR, RIGHT CARGO	<b>60</b> SPECIAL USE
<b>10</b> DOOR, LEFT FRONT	<b>61</b> BOX INTERIOR, PU (T)
<b>11</b> DOOR, LEFT REAR	<b>63</b> RAILS, TRUCKBED/LIGHT BAR
<b>12</b> DOOR, RIGHT FRONT	<b>64</b> DEFLECTOR/SPOILER, REAR
<b>13</b> DOOR, RIGHT REAR	<b>65</b> LUGGAGE RACK (STRIPS)
<b>14</b> FENDER, LEFT FRONT	<b>66</b> DASH/INSTRUMENT PANEL
<b>15</b> QTR PANEL OR PU BOX LEFT	<b>67</b> CIGARETTE LIGHTER/ASHTRAY
<b>16</b> FENDER, RIGHT FRONT	<b>68</b> CARPET, FRONT
<b>17</b> QTR. PANEL OR PU BOX RIGHT	<b>69</b> CENTER POST, RIGHT
<b>18</b> FRONT FLOOR MATS	<b>70</b> CENTER POST, LEFT
<b>19</b> REAR FLOOR MATS	<b>71</b> CORNER POST, RIGHT FRONT
<b>20</b> GLASS WINDSHIELD	<b>72</b> CORNER POST, LEFT FRT
<b>21</b> GLASS REAR	<b>73</b> CORNER POST, RIGHT REAR
<b>22</b> GRILLE	<b>74</b> CORNER POST LEFT REAR
<b>24</b> HEADLIGHT/COVER/TURN SIGNAL	<b>75</b> CAB PANEL, LEFT SIDE (T)
<b>25</b> LAMPS. FOG/DRIVING/SPOT LT	<b>76</b> CAB PANEL, RIGHT SIDE (T)
<b>26</b> HEADLINER	<b>77</b> CAB PANEL REAR (T)
<b>27</b> HOOD	<b>80</b> COWL
<b>28</b> KEYS	<b>81</b> GAS/CAP COVER
<b>29</b> KEYLESS REMOTE	<b>82</b> FENDER, LEFT REAR (T)
<b>30</b> MIRROR, OUTSIDE LEFT	<b>83</b> FENDER, RIGHT REAR (T)
<b>31</b> MIRROR, OUTSIDE RIGHT	<b>84</b> TOOLS/JACKS/SPARE-TIRE MOUNT + LOCK
<b>33</b> AUDIO /VIDEO PLAYER	<b>85</b> COMMUNICATION/GPS UNIT
<b>34</b> TV/DVD SCREEN	<b>86</b> PARKING SONAR SYSTEM
<b>35</b> ROCKER PANEL, LEFT SIDE	<b>89</b> TRAILER HITCH, WIRING HARNESS TOW HOOKS
<b>36</b> ROCKER PANEL, RIGHT SIDE	<b>90</b> FRAME
<b>37</b> ROOF	<b>91</b> EXHAUST SYSTEM
<b>38</b> RUNNING BD/STEP LEFT (T)	<b>92</b> LICENSE BRACKET
<b>39</b> RUNNING BD/STEP RIGHT (T)	<b>93</b> STEERING WHEEL
<b>40</b> SPARE TIRE/WHEEL	<b>94</b> SEAT, LEFT FRONT
<b>42</b> SPLASH PANEL, FRONT	<b>95</b> SEAT, RIGHT FRONT
<b>44</b> GAS TANK	<b>96</b> SEAT, REAR
<b>45</b> TAIL LIGHT/RIM	<b>97</b> CARPET, REAR
<b>46</b> WHEEL/RIM	<b>98</b> INTERIOR
<b>47</b> TIRES OTHER THAN SPARE	<b>99</b> ENGINE COMPARTMENT, OTHER
<b>48</b> TRIM PANEL, LEFT FRONT	
<b>49</b> CD PLAYER SEPARATE UNIT	
<b>50</b> TRIM PANEL, RIGHT FRONT	



DAMAGE TYPE CODES (THIRD AND FOURTH DIGITS)	
<ul style="list-style-type: none"> <li><b>01</b> BENT</li> <li><b>02</b> BROKEN</li> <li><b>03</b> CUT</li> <li><b>04</b> DENTED</li> <li><b>05</b> CHIPPED</li> <li><b>06</b> CRACKED</li> <li><b>07</b> GOUGED</li> <li><b>08</b> MISSING</li> <li><b>09</b> SCUFFED</li> <li><b>10</b> STAINED OR SOILED</li> <li><b>11</b> PUNCTURED</li> <li><b>12</b> SCRATCHED</li> <li><b>13</b> TORN</li> <li><b>14</b> DENTED PAINT NOT DAMAGED</li> <li><b>18</b> MOULDING/EMBLEM/WEATHERSTRIP DAMAGED</li> <li><b>19</b> MOULDING/EMBLEM/WEATHERSTRIP LOOSE</li> <li><b>20</b> GLASS CRACKED</li> <li><b>21</b> GLASS BROKEN</li> <li><b>22</b> GLASS CHIPPED</li> <li><b>23</b> GLASS SCRATCHED</li> <li><b>24</b> MARKER LIGHT DAMAGED</li> <li><b>25</b> DECAL/PAINT STRIPE DAMAGEED</li> <li><b>29</b> CONTAMINATION, EXTERIOR</li> <li><b>30</b> FLUID SPILLAGE, EXTERIOR</li> <li><b>34</b> CHIPPED PANEL EDGE</li> <li><b>36</b> INCORRECT PART OR OPTION NOT AS INVOICED</li> <li><b>37</b> HARDWARE - DAMAGED</li> <li><b>38</b> HARDWARE - LOOSE, MISSING</li> </ul>	
DAMAGE SEVERITY CODE (FIFTH DIGIT)	
<ul style="list-style-type: none"> <li><b>1</b> Damage up to and including 1" in length/diameter - less than 3 cm</li> <li><b>2</b> Damage over 1" up to and including 3" in length/diameter 3cm up to 8cm</li> <li><b>3</b> Damage over 3" up to and including 6" in length/diameter over 8cm to 15cm</li> <li><b>4</b> Damage over 6" up to and including 12" in length/diameter over 15cm to 30cm</li> <li><b>5</b> Damage over 12" length/diameter - over 30cm</li> <li><b>6</b> Replacement - Severe damage/missing.</li> </ul>	