

Cargo Events in Transit and Cargo Claims Management



SCHNEIDER[™]

CARGO CLAIMS

- Loss Reports: Any issues with lading in transit.
 - ❖ Overweight/Over gross
 - ❖ Load Shifts
 - ❖ Refusals
 - ❖ Accidents
 - ❖ Thefts
- Claims: Demands for Money

- 16 Associates Strong
 - 9 Associates Manage Loss Reports
 - 2 Associates Manage Cross Dock Claims
 - 2 Associates Manage Cargo Claims
 - 2 Team Leaders – Process
 - Cargo Manager
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- 30,000 Loss Reports
 - 12,000 Claims

Packaging

- Stretch Wrap/Shrink Wrap.
- Minimum 3 rounds of wrap, Top to Bottom of the freight and extending to the bottom of the pallet.
- Locks the freight and the pallet together maintaining pallet configuration.

Loading

- Avoid loading down the center.
- Load pallets side to side, 2 pallets together, in staggered pattern left to right side of trailer/container.
- No void spaces in the front of the trailer/container or between pallets without bracing nailed into the floor.
- Pallets are not a recommended void space filler.

SECUREMENT: VAN TRUCK LOAD CSA/FMCSA

- 392.9 Inspection of cargo, cargo securement devices and systems.
- General: A driver may not operate a commercial motor vehicle unless;
 - 1) The commercial motor vehicle's cargo is properly distributed and adequately secured.
- Regulation does not specify who is responsible for properly loading and adequately securing.
- Drivers are not loading or securement experts.
- Drivers conduct visual observation of the freight to meet the requirement.
- Drivers will generally have 2 load straps and perhaps load bars to their disposal as securement devices. Placement of the devices are to the rear most freight units from rearward shifting or falling.
- Tariff Accessorial.
- The weight of the freight and friction with the floor is not an approved securement process.

FMCSA CARGO SECUREMENT RULES

- The intent of the new requirements is to reduce the number of accidents caused by cargo shifting on or within, or falling from, commercial motor vehicles operating in interstate commerce, and to harmonize to the greatest extent practicable U.S., Canadian, and Mexican cargo securement regulations.
- Who is in the best position to load and secure?

SECUREMENT: INTERMODAL /AAR

- AAR (American Association of Railroads) Rules require shippers to load, block, brace and otherwise secure the freight for the rigors Intermodal transportation
- Intermodal dray drivers conduct the same visual observation of freight to meet the requirement of 392.9.
- Every rail transportation provider publishes loading patterns and securement guidelines on their website. Also have loading solution engineers specializing in loading pattern design and securement for specific customers.
- Many motor carriers have Loading and Securement Engineers to provide Intermodal and Van Truck Load support to customers.

SEALS AND BILL OF LADING

- Seal Integrity and seal integrity documentation is critical to the shipper carrier and customer.
- Food, food industry, Health Care, Medical: Is the use of tin or plastic seal appropriate?
- Use of heavy Cable or Bolt seals is much more practical. Shippers need to be engaged in the process, protecting their freight and the carrier simultaneously.

BOL

- Temperature Protection Notations.
- Tender documents , emails, electronically transmitted and and created load/orders.
- None consignee signed POD/BOE.
- GPS tracking technology.

CARGO CLAIMS MANAGEMENT

The CARMACK Amendment

Carrier Tariff

- Limitations of Liability
- Claim Filing Requirements
- Carrier Defenses
- Claim Acknowledgement
- Pro-Rated Freight Charges
- Salvage/Offset Claim Amount

Customer Contracts