



As a value added service ATTS Logistics, when requested, will file claims for loss or damage on behalf of its customers.

The following provisions are furnished to assist claimant in determining:

- A. What do I do when carrier arrives with what is determined to be a loss or damage?**
- B. When to file a claim?**
- C. With whom should claim be filed?**
- D. What is needed from me in order to file a claim on my behalf?**

**What do I do when carrier arrives with what is determined to be a loss or damage?**

- A. Contact your ATTS Customer Account Coordinator at (847)726-9580
- B. Determine product specifics as to the loss or damage
- C. Record/document loss, damage details on Delivery Receipt/Bill of Lading
- D. Take digital photos of damages

**When to file a claim?**

Claims for loss or damage must be filed within nine months after the delivery of the property.

**With whom should claim be filed?**

Written communication must be provided to your ATTS Customer Account Coordinator.



What is needed from me in order to file a claim on my behalf?

- A)** When claimant does not appear from the supporting documents to be an interested party, ATTS Logistics will require any necessary written assignment or other proof to determine the claimant is the proper party to receive any claim payment.
- B)** Claim must be supported by either the original invoice; a photographic copy of the original invoice; an exact copy thereof, or an extract there from, certified by the claimant or his authorized representative to be true and correct with respect to the property involved in the claim and reflecting all trade or other discounts, allowances, or deductions of any nature. When the original invoice is not submitted, such document must be made available for inspection by carrier representative upon request.
- C)** When determined by the carrier to be necessary part of the investigation, the following will be required:
  1. When the property involved in the claim has not been invoiced to the consignee or where invoice does not show price or value, or where the property has not been sold but has been transferred at bookkeeping values only, or where property has been shipped on consignment or approval, documentation to establish destination value in the quantity shipped and certification of the correctness thereof.
  2. In order to establish the full recoverable loss caused by the carriers, the original amount of sale, showing the date of sale and the amounts realized on the damage and undamaged portions, respectively, showing grade, brands, quality, variety, size, and condition, together with any deductions, allowances, and condition, or a copy thereof certified correct over the signature of the claimant or an authorized representative thereof.
  3. When the shipment has received prior transportation and is reshipped from distribution or warehousing point but has been opened and examined and contents verified as being in an undamaged condition, certification thereof must be made by a person having actual knowledge of such inspection and a statement to that effect incorporated in such certification.
  4. When an asserted claim for loss of an entire package or an entire shipment cannot otherwise be authenticated upon investigation, the carrier will obtain from the consignee of the shipment involved, a certified statement in writing that the property for which the claim is filed has not been received from any source.
  5. Salvage must be retained until claim is concluded.