YRC Freight Claim

Time Limits

The bill of lading contract specifies that we must receive a claim within **nine months** after the delivery of property or, in the case of nondelivery, within nine months of the date the shipment was picked up.

File a Cargo Claim Online

Login to the YRC portal at www.my.yrc.com using the login information in the Shared Login section of Netsuite.

PRO Entry

- Enter a PRO number for the shipment for which you have a claim.
  Note: PRO numbers can be no more than 10 digits, including a check digit.
- Select the claim type from the drop-down menu: Damage, Loss, or Damage/Loss
- Click Submit; the claim information page appears

Claim Information

1. Complete the required fields in the Contact Information section for the Claimant and Remit-To party.
   Note: To speed your claim entry, select a claimant or remit-to party from the drop-down menu in the section; contact information for your selection will appear in the fields.
2. Complete the required fields in the description section.
   - After completing the # Claimed and Value Each field, click the Extension field; the extension totals for you, and the total at the bottom of the table updates.
   - Use the Add Row button to provide information for other items in the shipment. Use the Delete Last Row button to remove the last row you entered.
3. If you have damaged goods, you must select a disposition option. Some disposition options require more information
   - This section does not appear if you are submitting a loss claim.
   - Some disposition options require more information. Be sure to complete all fields for the option you've selected before submitting your claim.
4. Enter the amount of remuneration you are requesting for your claim and the desired currency—U.S. or Canadian dollars.
5. You must upload your complete, original invoice (all pages) that shows the price of the damaged goods. You may also choose to upload other supporting documentation.
6. Click Preview to review your claim before submitting it. From the preview page, you may click the buttons at the bottom to:
   - Cancel your submission.
   - Modify your request, which returns you to the Claim Information page.

- o Submit your request; an acknowledgment page will appear, which will include your claim number and show the documents you submitted with your claim.
7. You may click View/Print and/or Email to obtain a copy of the claim form you submitted.

Documentation Requirements

- You must provide:

  - o A claim statement, indicating the merchandise that was lost or damaged and how the amount of the claim was determined.

  - o A bill of lading or consignee's copy of the delivery receipt, showing that YRC Freight transported the goods. You must provide a copy of the bill of lading, signed by a YRC Freight driver, if the YRC Freight PRO number, usually appearing on the delivery receipt, is unknown.

  - o A delivery receipt with the loss or damage noted on it or a copy of the YRC Freight Inspection Report (ISC-219) as evidence of loss or damage.

  - o An invoice or other document establishing your cost for the lost or damaged goods and an invoice for repairs made to restore the merchandise to its original condition if applicable.

  - o For damage claims, a photo or photos of the damaged product must be included to establish the nature and extent of the damage.

- The following documents by themselves are insufficient to file a claim: Bad order reports, Appraisal reports, Notations of exceptions on delivery receipts, Inspection reports or requests, Proof of delivery requests