

Transit Damage Claims



Verso Easy Claim[®]

Verso is committed to providing excellent product quality and service to our customers. In an effort to deliver on these expectations, we have established and implemented best practices in loading and bracing methods in preparing our shipments to you.

In the event that transit damage does occur, Verso offers to assume responsibility for filing the properly documented transit damage claims submitted by our customers with the carrier. Damage claims must be filed within 60 days of receipt for visible damage or up to 60 days for concealed damage (water damage or crushed core). The Verso Easy Claim[®] program is designed to handle only transit claims, including non-carrier transit damage (i.e., damage from improper loading and bracing).

To facilitate prompt processing of claims and to enable efforts to reduce future transit damage, customers are required to follow the Verso Easy Claim[®] guidelines. Verso Easy Claim[®] will process a valid claim, with the required documentation, within 7 seven days of receipt. We ask customers to file claims only when damage exceeds 200 pounds to minimize administrative costs. A credit invoice will be sent to the customer by Verso to honor the claim. This credit invoice must be used as a deduction with a future payment.

It is our intent to respond to our customers in a timely fashion and ensure the reduction of transit damage through appropriate data collection and root cause analysis.

PROGRAM GUIDELINES

Please follow these **Verso Easy Claim[®] Program Guidelines** so we may initiate your credit on valid, properly documented claims within 7 days from the time we receive your paperwork. The Verso Easy Claim[®] program will then process your transit claim with the carrier.

- **Accept and unload the damaged product** - Don't refuse to unload damaged product. Receivers are required to accept damaged product and to mitigate the financial impact of the claim. Refusing to accept a load may negatively impact the amount that can be recovered by filing a transit damage claim with Verso.
- **Upon receipt of truckload shipment, note the type and extent of all visible damage** - Have the driver and receiver sign the delivery receipt/bill of lading noting damage. If the driver refuses to sign the receipt, make note of the driver's name and refusal on the delivery receipt. It is important for the receiver to provide the opportunity for the carrier's truck driver to

observe the unloading of the cargo to support the damage claim. Submit photographs to document the damage.

- **For rail shipments and intermodal/piggyback shipments, contact the destination carrier to report the damage within 24 hours** - Notifying the railroad is a requirement for filing a claim with Verso. Send documentation with the claim showing that the railroad was notified of the damage (email, fax, etc.). If a loading pattern is sent with the shipment, note location of damaged rolls, and submit photographs of damaged rolls in the car and after unloading to document the damage.
- **File a claim within 60 days of product receipt for visible damage** - Complete all sections of the Verso Easy Claim® program Loss and Damage claim form and submit copies of the following supporting documentation:
 - Signed delivery receipt for motor shipments with damages noted
 - Rail waiver information for rail shipments, including the web notification number for railroads which require receivers to notify the railroad via their website
 - Shipping tally/manifest for either motor or rail shipments
 - Photographs of damage, including photograph of doorway and product in the vehicle, if possible
- **File a claim within 60 days for concealed damage** - As soon as concealed damage is found, notify the railroad, intermodal or motor carrier. Only claims for water or crushed core can be submitted as concealed damage. Concealed edge or gouge damage claims cannot be processed. Complete all sections of the Verso Easy Claim® program Loss and Damage claim form and submit copies of the following supporting documentation:
 - Facts and pictures of concealed damage which proves that the damage did occur in transit
 - Shipping tally/manifest for either motor or rail shipments
 - Delivery Receipt/Bill of Lading
- **Verso Order Number and Vehicle Number** - Claims must include the Verso order number and vehicle number so the correct invoice and shipment can be identified.
- **Contact name/telephone/email address** - Please include a contact name, phone number and/or email address so we may complete your claim and expedite credit. A Verso Easy Claim® program representative will call if any question arises.
- **Customer/consignee** - Retain damaged product for 30 days after receipt and note the disposition of damaged product on the Loss and Damage claim form. The Verso Easy Claim® program representative will assist with the removal of damaged product.

- **Product Information** - Document product damage in detail including the roll or skid number, damaged weight, and type of damage. Every reasonable effort should be made to mitigate the loss/damage.
- **Submit your claim to Verso.** Claims may be submitted by phone: 1-800-443-7617; email: easy.claim@versoco.com; or mail:

Verso Easy Claim® Administrator
Verso Corporation
8540 Gander Creek Drive
Miamisburg, Ohio 45342

- **Invoicing** - Pay Verso invoices in full. A credit will be issued when the transit damage claim is processed. Do not take unauthorized debits for submitted transit damage claims.



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