

FREIGHT CLAIMS MANAGEMENT

Better capture & more effectively manage your transportation claims with our complete closed loop Freight Management Solution

Key Functionalities

- Handle & track exception, customer claims for lost or damaged products and/or freight overcharges and overpayments.
- Define contracts and rebates for customer mileage, service, and co-op construction.
- Manage & distribute inbound and outbound liabilities from other railways and transportation companies.
- Capture the true cost of transportation claims while considering transportation partner liabilities, contract clean up services, salvage and other related costs to the claim event.
- Perform analysis on claim activity, derive total claim costs/liability and identify trends.

Features

- Loss and damage dashboard and claims management dashboards
- Accrual accounting and configurable alerts
- Configurable rules based engine to determine desk/department
- Automated monthly net/gross settlement for partner railroads
- Configurable rules based engine to determine auto payments (by customer, threshold limits, etc)
- Automated claim creation for related distribution claims, third party claims, and salvage claims
- Waybill linkage for related claims and total claim cost
- Analytics and dashboard reporting

Get In Touch With Us

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Loss & Damage

- Capture and route claims based on disposition, damage codes, customers, and any number of claim attributes.
- Capture large volumes of claim data through EDI (924, 926, etc) and other data services such as rail link.
- Integration of settlement process to AR and AP systems.
- Automated accounting that tracks liability and accruals from event creation to claim settlement.

Freight Claims

- Allow for claim tracking and research by linking to critical information centers such as waybill, mileage and route data.
- Spawn distributed claims to other liable parties (contractors, transportation partners, etc).
- True Cost of Claim calculation for all costs associated to customer claim.

Revenue & Refunds

- Approval and assignment routing of claims based on claim type and customers.
- Automated generation of claims for deductions and overpayments.
- Integration of Settlement process with AR and AP.
- Anticipate liability based on rebates and contracts.

Reporting & Analytics

- Up to date detailed visibility of claims and claims statuses.
- 360 degree view of distributed claim liabilities vs recovered costs and distributed liabilities.
- Total cost and margin by customer, by waybill, and by event/loss and damage.
- Claim reporting by claim age, related claims, and accounting.
- Trend reporting by damage, customer, customer specific data fields.