

STANDARD FORM FOR PRESENTATION OF OVERCHARGE CLAIMS

Overcharge claims must be filed within 180 days of pickup. You may file claims by using this form or by letter. We will acknowledge claims within 30 days of receipt. Please include Holland Pro numbers in all correspondence.

CLAIMANT'S NAME (PLEASE PRINT)			Holland CLAIM NUMBER		
CLAIMANT'S ADDRESS			CURRENT DATE		
YOUR REFERENCE OR CLAIM NUMBER*		CLAIM AMOUNT \$	CLAIMANT'S PHONE NUMBER ()	CLAIMANT'S FAX NUMBER ()	
		CITY	STATE	ZIP/POSTAL CODE	

*Please assign a dedicated number for your reference. National Motor Freight Classification rules governing the filing and documentation of overcharge claims are provided on the back of this form.

NATURE OF OVERCHARGE

CHECK ONE:

- RATE
- DESCRIPTION¹
- OVERPAYMENT
- DUPLICATE PAYMENT²
- OTHER (SPECIFY) _____
- WEIGHT¹
- CLASSIFICATION
- PAYMENT IN ERROR
- DISCOUNT APPLICATION ERROR

FREIGHT BILL NUMBER(S) SUBJECT TO

ATTACH COPY OF EACH BILL LISTED:

_____	_____
_____	_____
_____	_____
_____	_____

¹Shipper: Attach original and corrected bills of lading or original paid freight bill. Consignee: Attach certified weight ticket, corrected bill of lading (from the shipper) or original paid freight bill. ²Shipper or consignee: Attach original freight bill and photocopies of canceled drafts or checks.

Tariff Authority _____ **Discount Item Number** _____

- All Class and Weight disputed claims must be supported with the shipper's bill of lading for each shipment claimed. Brochures and "sample" bills of lading will not be accepted.
- All claims must be itemized per shipment/Pro. The itemized amounts must balance the total amount claimed.
- Please make copies of your claim documents before filing as the original documents *will no longer* be returned with the claim disposition information.

DETAILED STATEMENT OF CLAIM

PLEASE BE AS SPECIFIC AS POSSIBLE. BE SURE TO STATE FULL TARIFF AUTHORITY, INCLUDING APPLICABLE DISCOUNT INFORMATION.

PREPARER'S NAME	Please submit your claim, using one of these options: Web: www.hollandregional.com Email: OverChargeClaims@usfc.com Mail: Holland Revenue Management 700 S. Waverly Holland, MI 49423 Questions? Phone: 616-395-5180
PREPARER'S TELEPHONE NUMBER ()	



National Motor Freight Classification Rules

Rule 300203

Filing and Processing Claims

- a. A claim for overcharge, duplicate payment or over-collection shall not be paid unless filed in writing or electronically communicated (when agreed to by the carrier and shipper or receiver involved) with the carrier that collected the transportation charges. The collecting carrier shall be the carrier to process all claims. When a claim is filed with another carrier that participated in the transportation, that carrier shall transmit the claim to the collecting carrier within 15 days after receipt of the claim. If the collecting carrier is unable to dispose of the claim for any reason, the claim may be filed with or transferred to any participating carrier for final disposition.
- b. A single claim may include more than one shipment, provided the claim on each shipment involves (1) the same tariff issue or authority or circumstances (2) single-line service by the same carrier or (3) service by the same interline carriers.

Rule 300204

Documentation of Claims

- a. Claims for overcharge, duplicate payment or over-collection shall be accompanied by sufficient information to allow the carriers to conduct an investigation and pay or decline the claim within the time limitations set forth in Item 300208. Claims shall include the name of the claimant, its file number, if any, and the amount of the refund sought to be recovered if known.
- b. Except when the original freight bill is not a paper document but is electronically transmitted, claims for overcharge shall be accompanied by the original freight bill. Additional information may include, but is not limited to, the following:
 - 1. The rate, classification or commodity description or weight claimed to have been applicable.
 - 2. Complete tariff authority for the rate classification or commodity description claimed.
 - 3. Freight bill payment information.
 - 4. Other documents or data that are believed by claimant to substantiate the basis for its claim.
- c. Claims for duplicate payment and over-collection shall be accompanied by the original freight bill(s) for which charges were paid (except when the original freight bill is not a paper document but is electronically transmitted) and by freight bill payment information.
- d. Regardless of provisions of paragraphs a, b and c of this item, the failure to provide sufficient information and documentation to allow a carrier to conduct an investigation and pay or decline the claim within the allowable time limitation shall not constitute grounds for disallowance of the claim. Rather, the carrier shall comply with Item 300205 (c) to obtain the additional information required.
- e. A carrier shall accept copies instead of the original documents required to be submitted in this Item where the carrier is furnished with an agreement entered into by claimant that indemnifies the carrier for subsequent duplicate claims that might be filed and supported by the original documents.