

## **ITEM 2030 - Overcharge Claims - Filing Procedures**

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1. Claims for overcharge, duplicate payment, or over collection must be accompanied by sufficient information to allow Carriers to conduct an investigation and pay or decline the claim. 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.
2. 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:
  - a. The rate, classification, or commodity description or weight claimed to have been applicable.
  - b. Complete tariff authority for the rate, classification, or commodity description claimed.
  - c. Freight bill payment information.
  - d. Other documents or data that substantiate the.
3. 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.
4. Carrier may 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 which indemnifies the Carrier for subsequent duplicate claims which might be filed and supported by the original documents.
5. Except for the revocation of discounts or other charges arising from non-payment of freight bills, Carrier must issue any bill for charges in addition to those originally billed within 180 days of the date of the original bill in order to have the right to collect such additional charges.
6. Shipper or Payor must contest the original bill or file a claim for overcharge within 180 days of

the date of the original bill in order to have the right to contest such charges. Shipper and Payor shall not have the right to withhold or offset the payment of invoiced freight charges for any reason, including but not limited to, overcharge claims and claims for lost or damaged goods.

7. Carrier incorporates by reference the provision of 49 C.F.R. Part 378 as the minimum requirements for the presentation and investigation of claims for overcharges, duplicate payments and over collection of charges. Claims must be presented within the time periods prescribed by law but in no instance later than 180 days from the date of original freight bill presentation. Short payment or taking credit for any freight bills by any party is not permitted.