



VERSO EASY CLAIMSM PROGRAM GUIDELINES

Please follow these **Verso Easy ClaimSM 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 ClaimSM program will then process your transit claim with the carrier.

1. ACCEPT AND UNLOAD THE DAMAGED PRODUCT

The fact that goods are damaged during transportation does not justify refusal to accept them.

2. 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 driver refuses to sign the receipt, make note of driver's name and refusal on delivery receipt.

3. FOR RAIL SHIPMENTS and intermodal/piggyback, 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 indicating how railroad was notified with claim (email, fax, etc)

If a loading pattern is sent with shipment note location of damaged rolls submit photographs of damaged rolls in the car and after unloading

4. FILE A CLAIM WITHIN 60 DAYS OF PRODUCT RECEIPT FOR VISIBLE DAMAGE

Complete all sections of the Verso Easy ClaimSM program Loss and Damage claim form and submit copies of the following supporting documentation:

- Signed delivery receipt for motor shipments
- Rail waiver information for rail shipments
- Shipping tally/manifest for either motor or rail shipments
- Photographs of damage

5. FILE A CLAIM WITHIN 120 DAYS FOR CONCEALED DAMAGE

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 ClaimSM 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

As soon as concealed damage is found, notify the railroad or intermodal/piggyback carrier

6. VERSO PAPER ORDER NUMBER AND VEHICLE NUMBER

Claims must include the Verso order number and vehicle number so the correct invoice and shipment can be identified.

7. CONTACT NAME/TELEPHONE/EMAIL

Please include a contact name, phone number or email address so we may complete your claim and expedite credit. A Verso Easy ClaimSM program representative will call should any question arise.

8. 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 ClaimSM program will assist with the removal of damaged product.

9. 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. Claims/Credits may include reasonable labor cost to cover reworking, handling and photographs.

Doing business should be simple.

Verso simple.™