

DISPUTE REQUEST FORM

Date: _____
Company: _____
Address: _____
City / State / Zip: _____
Disputed Amount: _____
Bill of Lading #: _____
Ship Date: _____

IMPORTANT: All disputes must be filed within 30 days from the date of the Original Invoice. All charges are considered valid during the dispute process and invoice payment is due within normal billing terms.

Dispute Filed For:

Reweigh

Re-Class

Guaranteed Service Failure

Accessorial

Detailed Statement Substantiating Dispute

In order to dispute the charges with the carrier we will need proof of commodity for the shipment in question. Accepted proof of commodity is a detailed packing slip, detailed invoice and manufactures specification sheet that is available to the general public through either printed and or electronic matter. Once all three of these items are received a dispute can be entered with the carrier.

Send this dispute form, along with the following to the e-mail address below:

- Detailed Packing Slip
- Detailed Product Invoice
- Manufactures Specification Sheet

Signature: _____ Date: _____

Print Name: _____ Phone # _____

E-Mail Address: _____

FAX: 972-812-2286

disputes@efsw.com

See below for instructions for properly filing a dispute with EFSWW / Exactdirect:
Email to: disputes@efsww.com

To dispute an NMFC / Class inspection with the carrier, submit proof of commodity for the shipment in question.

Accepted proof of commodity consists of the following:

- 1) A detailed packing slip
- 2) Detailed invoice
- 3) Manufactures specification sheet that is available to the general public through either printed and or electronic version.

*Once these 3 items are received by the dispute department, a formal NMFC / Class Inspection dispute can be initiated with the carrier.

To dispute a reweigh certificate with the carrier, submit proof of commodity for the shipment in question which includes the 3 items listed above plus

4) A certified scale ticket. A certified scale is one that has been certified by the state agency in charge showing it is certified for use in trade.

*Once all four of these items above are received by the dispute department, a formal dispute can be initiated with the carrier.

Note: All charges are considered valid during the dispute process and payment for the invoice in dispute is due within normal billing terms. Once the dispute is settled and should the carrier award the dispute, then a credit adjustment will be processed for the shipment and applied to the AR aging account of the customer.

*Any dispute requests, including all pertinent backup information, must be received by EFSWW / Exactdirect within 30 calendar days from the invoice date as shown in the TMS.

Please let us know if you have any questions that we may be able to help with.