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To our Valued Customers,

I wanted to personally reach out and advise you of changes that have been implemented regarding customer returns and specifically for concealed damage claims.

This week, the **National Motor Freight Traffic Association ("NMFTA")** issued a report with new procedures governing the investigation and disposition of freight claims for loss or damage. This ties directly to carriers and transporters and is not a new policy instituted by School Specialty. Rather, this is a new industry practice for processing claims. As the NMFTA report states, effective April 18th, all concealed damage claims must now be filed within 5 business days of delivery, not 15, which was formerly the accepted practice. If a claim is not filed within 5 business days of receipt, the carrier can and most likely will deny the claim and we want to help prevent that. Note, this *does not* apply to UPS parcel shipments.

Our Customer Care team has been fully briefed on the new policies and is here to help you understand what has changed and what you should do in the event you receive a package that is damaged (internally or externally). I have read through the report (*National Motor Freight Classification – Supplement 1 to NMF 100-AO*) and noted a few observations to help as well:

- If you receive a package that is visibly damaged from the outside, make sure you get the driver to sign for the shipment as damaged. If possible, gather photographic evidence and contact our Customer Care team immediately (day of is best given the new time-frame) at **1-888-388-3224**.
- When you receive a package, be sure to open it immediately or within a 1-2 day window and inspect for damage. Concealed damages often go unnoticed for an extended time, so it's important that you inspect all goods upon receipt or as soon as practical. Similar to external damages, please contact School Specialty's Customer Care team immediately.
- Once our team is notified, we will do the rest for you! You will not need to contact the carrier, but rather notify our Customer Care team and we will file a claim on your behalf.
- It's important to note that the new industry policy applies *only* to orders received from the larger motor carriers, such as YRC, UPS-Freight, Old Dominion, R&L and more. This does not affect parcel deliveries and specifically, UPS parcel shipments.

We often find that issues arise most frequently "after-the-fact", when a customer opens a package weeks or sometimes months after receipt. Please be sure to inspect all packages as soon as you can. Remember, the 5-day window is to notify the freight operator, not just School Specialty, so time is critical. We want to avoid any potential issues and ensure you get the products and solutions you need on-time.

Your business is very important to our organization and we will do all that we can to continue to deliver all of the educational solutions you need. If you have any questions, please feel free to reach out to Customer Care at **1-888-388-3224**. I wish you all the best and thank you in advance for your support and consideration of this matter.

Ed Carr
EVP and Chief Sales Officer