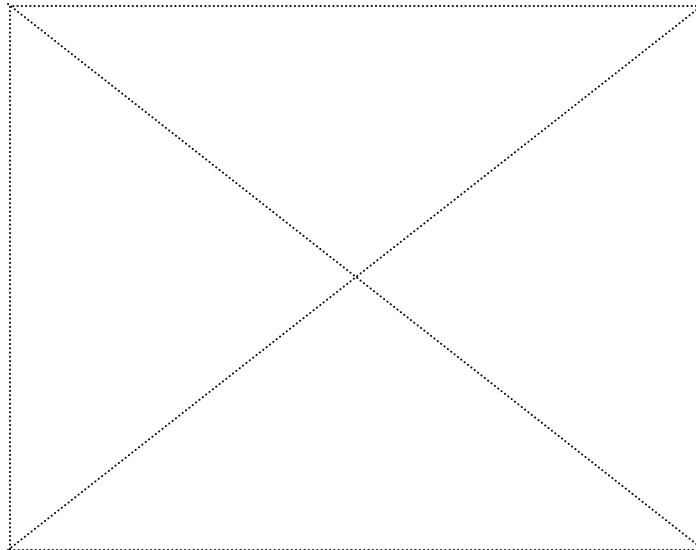


AR Traffic Consultants, Inc.

*The source for transportation software
and logistics solutions.*

CalcClaim User's Manual Version 4 Release 2



This User Guide is licensed exclusively from AR Traffic Consultants, Inc. for the sole use of the client. Any unauthorized reproduction of this guide is strictly prohibited.

Table of Contents

Introduction

Section 1 Master File Maintenance

System Control Maintenance	1-A
Claimant Maintenance	2-A
Carrier Maintenance	3-A
Reason Code Maintenance	4-A
Supp Docs Maintenance	5-A
Claim Type Maintenance	6-A
Resolution Code Maintenance	7-A
Vendor Maintenance	8-A

Section 2 Claims Processing

Claim Entry/Maint	10-A
Open Claim Inquiry	11-A
Claim Posting	12-A
Claim Inquiry	13-A

Section 3 Claim Reports

Open Claims	15-A
Resolved Detail	16-A
Summary Ratio	17-A
Resolved By Type	18-A
Freight Ratio	19-A
Invoices	20-A
Reprint Invoices	21-A
Reason Code Detail	22-A
Reason Code Summary	23-A

Introduction

CalcClaim will allow you to enter, file, age, and report on 3 types of claims against carriers:

- 1) Service Failure: when a carrier fails to provide service which was listed in a contract. For Example—Late or no Delivery.**
- 2) Overcharge: when a carrier charges a higher amount than it was suppose to. For Example—Uses wrong rate or doesn't include a contracted discount.**
- 3) Shortage or Damaged: when a carrier losses or damages your product.**

In addition, if you are a third party administrator, invoices to customers may be created for claims filed on their behalf.

This User's Manual will describe each option within the standard CalcClaim System, excluding any modifications done by the user.

Most fields in CalcClaim require a user to enter information:

Mandatory fields are shown in blue.

Optional fields are shown in purple.

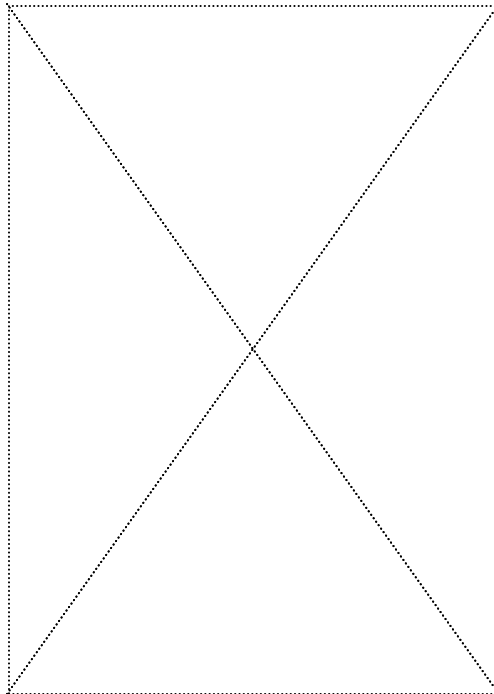
For more information or questions on CalcClaim, please call ARTC at (212)736-8565.

The following exhibit shows the CalcClaim Main Menu. Options available in CalcClaim are shown on this screen.

9:09:51	CalcClaim	7/30/99	
MAIN MENU			
Select one of the following:			
Master File Maintenance		Claim Reports	
1. System Control Maintenance	<CLAIM01R>	15. Open Claims	<CLAIM19R>
2. Claimant Maintenance	<CLAIM02R>	16. Resolved Detail	<CLAIM22R>
3. Carrier Maintenance	<CLAIM03R>	17. Summary Ratio	<CLAIM24R>
4. Reason Code Maintenance	<CLAIM13R>	18. Resolved By Type	<CLAIM26R>
5. Supp Docs Maintenance	<CLAIM12R>	19. Freight Ratio	<CLAIM28R>
6. Claim Type Maintenance	<CLAIM05R>	20. Invoices	<CLAIM30R>
7. Payment Action Code Maint	<CLAIM07R>	21. Reprint Invoices	<CLAIM32R>
8. Vendor Maintenance	<CLAIM14R>	22. Reason Code Detail	<CLAIM44R>
		23. Reason Code Summary	<CLAIM42R>
Claims Processing			
10. Claim Entry/Maint	<CLAIM08R>		
11. Open Claim Inquiry	<CLAIM15R>		
12. Claim Posting	<CLAIM17R>		
13. Claim Inquiry	<CLAIM34R>		
Selection ==>> ___	99. Return	F21=Command Entry	

Section 1

Master File Maintenance



System Control Maintenance:

This option is used to update/maintain CalcClaim system control elements: If CalcRate will be used with CalcClaim, the Automatic Fax (CalcRate option 2-1) will be used.

NOTE: CalcClaim will use CalcRate to validate carriers, warehouses, and if required, fax numbers

STEP 1: Select Option 1 from the CalcClaim Main Menu (See Exhibit 1-1)

EXHIBIT 1-1

9:20:41	CalcClaim	7/30/99
CLAIM01R	SYSTEM CONTROL MAINTENANCE	
CalcRate Installed Y/N	<u>Y</u>	
Automatic Fax Y/N	<u>N</u>	
Default Printer	<u>PRT01</u>	
Shortage Claim Print (O)rder or (C)arton#	<u>C</u>	
=====		
=		
F1=Help F3=Exit		

STEP 2: Enter the following information when the above screen appears.

CalcRate Installed Y/N

Type in "Y" if you have CalcRate installed or a "N" if you do not have it installed. If you are using CalcRate, then carriers must be initialized there (CalcRate option 2-1) in order to file claims within CalcClaim.

Automatic Fax Y/N

Type in "Y" if you want the option to have the system automatically fax the claim to the carrier. The Fax Number must be entered in CalcRate option 2-1. The flag defaults to "N".

NOTE: If you employ CalcRoute or CalcClaim and utilize IBM's "Facsimile 400" then ARTC will automatically use this number when tendering information to the carrier.

Default Printer

Type the device name of the AS/400 printer where you will be printing your claims, past dues, and aging reports.

Shortage Claim Print (O)rder or (C)arton#

Type in "O" if you want the Order Number to print on the claim letter. Type in "C" if you want Carton Number to print on the claim letter.

Claimant Maintenance :

This option is used to define the entity or company filing the claim.

STEP 1: Select Option 2 from the CalcClaim Main Menu (See Exhibit 1-2)

EXHIBIT 1-2

9:56:06	CalcClaim	7/30/99
CLAIM02R	CLAIMANT MAINTENANCE	
Enter Claimant Code _____		
=====		
=		
F1=Help F3=Exit F4=Prompt		

STEP 2: Enter the following information when the above screen appears.

Claimant Number

Type in claimant number or hit "F4" for a window. When using the window type an "X" in claimant to be selected and hit "ENTER". Once a claimant code has been entered or selected from the window, hit "ENTER". The following screen will appear: (See Exhibit 1-3)

10:14:00	CalcClaim	7/30/99
CLAIM02R	CLAIMANT MAINTENANCE	
Enter Claimant Code	ARTC	_____
Address 1		_____
Address 2		_____
City		_____
State / Zip Code/ Country		__ - ____ - __
Next Claim Number		_____
Claim Number Mask		_____
Billing Type	0 (0/1/2)	
Billing %		_____
Max Days Held		_____
Sold By Default	__ (*BLANK/S/E)	
Exception Name		_____
Address 1		_____
Address 2		_____
City		_____
State, Zip Code, Country		__ - ____ - __
Fax#		_____

=====

=

F1=Help F3=Exit F23=Delete

STEP 3: Enter the following information when the above screen appears.

NOTE: The following name and address information will print on the claim.

Claimant name

Enter the name of the Claimant in the field next to the Claimant Code.

Address 1

Enter the address of the Claimant.

Address 2

Enter any additional address information for the Claimant.

City

Enter the city of the Claimant.

State / Zip Code / Country

Enter the State, Zip Code, and Country of the Claimant.

Next Claim Number

Enter the beginning claim number that you want CalcClaim to assign to your claims, e.g. ARTC00000001. CalcClaim will automatically increment this number by one each time a claim is entered into the system. This field only needs to be entered when you first define a claimant in the system. CalcClaim will update this field by displaying the next claim number to be assigned.

Claim Number Mask

You may decide that you want your claims to contain characters that do not increment, e.g. All claim numbers begin with ARTC. Set the Claim Number Mask so that blank spaces are directly under the area you do not want to increment and "9"s appear underneath the area you want to increment, e.g. ____99999999.

If you are a third party claims administrator, CalcClaim utilizes the "Billing" fields in conjunction with its Invoice Reporting capability (see Options 20 and 21) to allow you to determine the fee billed to your customer for filing "Overcharge" Claims on their behalf.

Billing Type

Claimants can be designated as either type 0, 1, or 2 for billing purposes. A "0" type claimant means that no recovery fee is taken out for the claims that are settled. A type "1" claimant will have a percentage taken out when the carrier pays the claim, whereas a type "2" claimant will be billed for that amount when the invoices are submitted and printed. A "1" or "2" type claimant requires a percentage amount to be entered in Billing Percentage.

Billing Percentage

If a claimant is designated as either a type 1 or 2 for billing purposes, then this field is a mandatory entry. A fifty percent recovery fee should be entered as 50.00.

Max Days Held

Enter the number of days a claim can remain in an "Entered" status before it has to be filed. If today's date minus the ship date is greater than or equal to the Max Days Held, then in Open Claim Inquiry (Option 11) those claims will appear in red.

Sold By Default

CalcClaim letters will print the shipper, consignee and, if applicable, the "Sold By" company. This field determines the default value of the "Sold By" company name and address.

An "S" in this field will default to the address of the shipper. An "E", followed by the name and address in the following fields, will default to that exception. If this field is "blank", no name or address will initially be present.

When entering a claim, the "Sold By" information can be changed or deleted.

NOTE: The Sold By name and address information will print on the claim.

The following refer to "Sold By" Default:

Exception Name

Enter the SOLD BY Exception name. This is required if an "E" was entered in the SOLD BY Field.

Address 1

Enter the SOLD BY address 1. This is required if an "E" was entered in the SOLD BY Field.

Address 2

Enter the SOLD BY address 2.

City

Enter the SOLD BY city. This is required if an "E" was entered in the SOLD BY Field.

State / Zip Code/ Country

Enter the SOLD BY state / zip code / country. This is required if an "E" was entered in the SOLD BY Field.

Fax#

Enter the SOLD BY Fax #.

STEP 4: Press "Enter" to save the existing information.

NOTE: To delete an already existing file press F23.

Carrier Maintenance :

This option is used to update/maintain the data for each carrier in the CalcClaim system. The name and address information will print directly on each carrier claim.

NOTE: The carrier must first be defined in CalcRate, if installed.

STEP 1: Select Option 3 from the CalcClaim Main Menu (See Exhibit 1-4)

EXHIBIT 1-4

```
9:56:06                               CalcClaim                               7/30/99
CLAIM03R                               CARRIER MAINTENANCE

Enter Carrier Code  OVNT 001

-----
=
F1=Help  F3=Exit  F4=Prompt  F5=Contents
```

STEP 2: Enter the following information when the above screen appears.

Carrier Code

Enter in the Carrier SCAC code and, if necessary, a 3 position code to account for multiple Carrier/Ship-to locations., e.g. The user can use the 3 position code to differentiate between OVNT in Cleveland and OVNT in Miami.

The user can hit "F4" for a window of all carriers entered in CalcRate (if installed) or "F5" for a window of carriers (and their associated city/state) already entered into CalcClaim. When using the window type an "X" in carrier to be selected and hit "ENTER". Once carrier code has been filed in or selected from the window, hit "ENTER". The following screen will appear. (See Exhibit 1-5).

NOTE: If CalcRate is NOT installed, the "F4" prompt is not available.

14:34:57	CalcClaim
7/30/99	
CLAIM03R	CARRIER MAINTENANCE
Enter Carrier Code	OVNT 001 <u>Overnite Transportation</u>
Address 1	_____
Address 2	_____
City	_____
State	_____
Zip Code	_____
Contact Name	_____
Contact Phone #	_____
Contact Fax #	_____
Contact E-Mail Address	_____
Contact Web Address	_____
Addt. Handling Fee Amount	_____
Carrier Handling Type	_____
Carrier Threshold	_____
=====	
=	

STEP 3: Enter the following information when the above screen appears.

Address 1

Enter the address of the Carrier.

Address 2

Enter any additional address information for the Carrier.

City

Enter the city of the Carrier.

State

Enter the State of the Carrier.

Zip Code

Enter the Zip Code of the Carrier.

Contact Name

Enter the Contact name for the Carrier.

Contact Phone Number

Enter contact phone number of the carrier.

Contact Fax Number

Enter the contact fax number of the carrier.

NOTE: This is NOT the number which is used in Auto Fax, See CalcRate Option 2-1.

Contact E-Mail Address

Enter the E-mail address of the contact.

Contact Web Address

Enter the Web Address of the contact.

The following fields allow CalcClaim to automatically calculate a default penalty or additional fee, above and beyond the claim amount, to charge the carrier on each claim.

Additional Handling Fee Amount

Enter any additional handling fees for this carrier. A \$10 adjustment would be entered as "10.00" and a 5% adjustment would be entered as "5.00".

Handling Type

Type a "\$" for dollar adjustments or a "%" for percentage adjustments.

Carrier Threshold

Enter the amount that the handling charge cannot exceed. Typically used in conjunction with "%" handling types

NOTE: To Delete an already existing Carrier from the file press F23.

Select F7=Account Numbers, if the Carrier has specific account numbers for claims. (See Exhibit 1-6).

Select F8=Alternate Contact, if there is another contact for this carrier. (See Exhibit 1-6A).

14:54:39	CalcClaim	7/30/99
CLAIM04R	ACCOUNT MAINTENANCE	
Carrier	<u>OVNT Overnite Transportation</u>	
Account		
<u>3489930</u>		

=====		
=		
F1=Help	F2=Previous Screen	

NOTE: If Account numbers are entered, the user will be required to choose a valid Account number for the carrier when entering claims.

Alternate Contact	_____
Phone #	_____
Fax #	_____
Address 1	_____
Address 2	_____
Address 3	_____
E-Mail Address	_____
Web Address	_____
=====	
F1=Help	F3=Exit F23=Delete

Reason Code Maintenance:

This option is used to update/maintain the reason codes used for filing claims in the CalcClaim system.

STEP 1: Select Option 4 from the CalcClaim Main Menu (See Exhibit 1-7)

EXHIBIT 1-7

14:59:39	CalcClaim	7/30/99
CLAIM13R	REASON CODE MAINTENANCE	
Type Options, Press Enter. 2=Change 4=Delete 9=Add		
Opt	Cd	Description
<u> </u>	<u>DM</u>	<u>Damage</u>
<u> </u>	<u>LD</u>	<u>Late Delivery</u>
<u> </u>	<u>LO</u>	<u>Loss</u>
<u> </u>	<u>ND</u>	<u>Never Delivered</u>
<u> </u>	<u>WD</u>	<u>Wrong Discount</u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>
=====		
=		
F1=Help F3=Exit		

STEP 2: Enter the following information when the above screen appears.

Opt

To Change an already existing Reason code or Description. Type a “2” in the Opt field.

To Delete an already existing Reason Code or Description. Type a “4” in the Opt field.

To Add a new Reason Code and Description. Type a “9” in the Opt field.

Cd

Enter the Description Code. The description code is a 2 position code that describes the reason for the claim., e.g. a damage can be "DM" and a loss can be "LO".

Description

Enter a Description of the Reason. This description will print on claims.

Supporting Documentation Maintenance:

This option is used to specify the types of supporting documentation that need to accompany carrier claims.

STEP 1: Select Option 5 from the CalcClaim Main Menu (See Exhibit 1-8)

EXHIBIT 1-8

14:59:39	CalcClaim	7/30/99
CLAIM12R	SUPPORTING DOCUMENTATION MAINTENANCE	
Type Options, Press Enter. 2=Change 4=Delete 9=Add		
Opt	Cd	Description
___	<u>BL</u>	<u>Bill Of Lading</u>
___	<u>IN</u>	<u>Pro-Forma Invoice</u>
___	___	___
___	___	___
___	___	___
___	___	___
___	___	___
___	___	___
=====		
=		
F1=Help F3=Exit		

STEP 2: Enter the following information when the above screen appears.

Opt

To Change an already existing Supporting Documentation Code or Description. Type a "2" in the Opt field.

To Delete an already existing Supporting Documentation Code or Description. Type a "4" in the Opt field.

To add a new Supporting Documentation Code and Description. Type a "9" in the Opt field.

Cd

Enter the code for this type of supporting documentation.

Description

Enter a Description of the Supporting Documentation. This description will print on carrier claims.

Claim Type Maintenance:

Valid reason codes and default supporting documentation (detailed in Options 4 and 5) are assigned to specific Claim Types to ease data entry of claims.

CalcClaim supports claims for Service Failure (Type "F"), Overcharges (Type "O") and Shortages (Type "S")

STEP 1: Select Option 6 from the CalcClaim Main Menu (See Exhibit 1-9)

EXHIBIT 1-9

```
9:49:14                               CalcClaim                               8/02/99
CLAIM05R                               CLAIM TYPE MAINTENANCE

Enter Claim Type _

=====
=
F1=Help  F3=Exit  F4=Prompt
```

STEP 2: Enter the following information when the above screen appears.

Claim Type

Type in claim type or hit "F4" for a window. When using the window type an "X" in claim type to be selected and hit "ENTER". Once claim type code has been entered or selected from the window, hit "ENTER".

“F” for Service Failure.

“O” for Overcharge

“S” for Shortage

The following screen will appear. (See Exhibit 1-10).

```
10:08:43                               CalcClaim                               8/02/99
CLAIM05R                               CLAIM TYPE MAINTENANCE

Enter Claim Type F Description
Type Options, Press Enter.  REASON CODE
4=Delete 9=Add

Opt Cd  Description
___ LD  Late Delivery
___ ND  Never Delivered
___
___
___
___
___
___
___
=====
=
F1=Help F3=Exit F4=Prompt F7=Supporting Documents
```

STEP 3: Enter the following information when the above screen appears.

Opt

To Delete an already existing Reason Code or Description. Type a “4” in the Opt field.

To add a new Reason Code and Description. Type a “9” in the Opt field.

Cd

Enter the valid reason codes (assigned in Option 4) for which a claim might be filed for this type of claim.

NOTE: You may assign the same reason code to all claim types.

STEP 4: Select F7 to assign default Supporting Documentation required for this type of claim (Service Failure, Overcharge, and Shortage) The following screen will appear.
(See Exhibit 1-11)

EXHIBIT 1-11

```
8:43:42                               CalcClaim                               8/05/99
CLAIM06R                               CLAIM TYPE MAINTENANCE

Enter Claim Type F Description
Type Options, Press Enter.  SUPPORTING DOCUMENTATION
4=Delete 9=Add

Opt  Cd  Description
___  BL  Bill Of Lading
___  ___
___  ___
___  ___
___  ___
___  ___
___  ___

=====
=
F1=Help F3=Exit F4=Prompt
```

Enter the following information when the above screen appears.

Opt

To Delete an already existing Supporting Documentation Code or Description. Type a **4** in the Opt field.

To add a new Supporting Documentation Code and Description. Type a **9** in the Opt field.

Cd

Enter the valid supporting documentation codes (assigned in Option 5) which most often accompany claims of this type.

NOTE : You may assign the same documentation code to all claim types. The user will be able to add other documentation types, not defined herein, during claims entry.

Resolution Code Maintenance:

This option allows the user to enter specific codes for payments posted to claims. Multiple codes can be considered as Claim Errors or Write Offs.

STEP 1: Select Option 7 from the CalcClaim Main Menu (See Exhibit 1-12)

EXHIBIT 1-12

```
10:31:20                               CalcClaim                               8/02/99
CLAIM07R                               RESOLUTION CODE MAINTENANCE

Type Options, Press Enter.
 2=Change 4=Delete 9=Add

Opt  Cd                               Clm Error   Write Off
___  WO  Write Off_____              ___         _X_
___  CE  Claim Error_____            _X_        ___
___  FP  Full Payment_____           ___         ___
___  PP  Partial Payment_____        ___         ___
___  RE  Carrier Refuses to Pay_____  ___         _X_

=====
=
F1=Help  F3=Exit
```

STEP 2: Enter the following information when the above screen appears.

Opt

To Change an already existing Payment Action Code or Description. Type a “2” in the Opt field.

To Delete an already existing Payment Action Code and Description. Type a “4” in the Opt field.

To add a new Payment Action Code and Description. Type a “9” in the Opt field.

Cd

Enter a 2 position code for this type of resolution.

Description

Enter a description of the resolution code.

Clm Error

Put an "X" in this column if the Resolution Code, will be considered as a Claim Error. This is used when posting a claim amount (see Option 12) to resolve a claim that was filed in error.

NOTE: When printing reports, "Claim Errors" will be deducted from the total amount of Filed Claims to determine the total amount of "Valid" Claims Filed.

Write Off

Put an "X" in this column if the Resolution Code, will be considered as a Write-Off. This is used when posting a claim amount (see Option 12) to resolve a claim in which the carrier refuses to pay.

NOTE: When printing Summary Ratio Reports (Option 17), "Write-Offs" will be subtracted from the resolved claims total in order to calculate the percent of claims carriers have paid.

Vendor Maintenance:

This option is used to maintain the customer/vendor information (e.g. address). Each entry will be classified as a customer (C) or store (S).

NOTE: If CalcRate is installed, Warehouses (W) as defined in CalcRate can become Vendors, though they only can be maintained in CalcRate (Option 1).

STEP 1: Select Option 8 from the CalcClaim Main Menu (See Exhibit 1-13)

EXHIBIT 1-13

```
10:51:29                               CalcClaim                               8/02/99
CLAIM14R                                CLAIM VENDOR MAINTENANCE

Enter Vendor Name _____

=====
=
F1=Help  F3=Exit
```

STEP 2: Enter the following information when the above screen appears.

Vendor Name

Type in vendor name and hit "ENTER". The system will then display a list of all vendors starting with the name that was entered. The following screen will appear. (See Exhibit 1-14)

NOTE: If the vendor is a new Vendor and/or hasn't been entered yet, you may leave the Vendor Name field blank and press "Enter" then press "F9" to add a new vendor on the following screen. (See Exhibit 1-15).

11:03:12	CalcClaim	8/02/99			
CLAIM14R	CLAIM VENDOR MAINTENANCE				
Type Options, Press Enter. 5=Display					
Opt	Vendor Name	Address #1	City	St	Zip
__	EKCO	123 MAIN STREET	DOWNERS GROVE	IL	60609
__	SPORTMART	8 INTERNATIONAL PARK	BOLINGBROOK	IL	60606
__	TRINNEL INDUSTRIES	2 TIE WAY	NEW YORK	NY	10001
=====					
=					
F1=Help F3=Exit F9=Add					

STEP 3: To Enter a new Vendor press **F9**, the following screen will appear.

11:15:25	CalcClaim	8/02/99					
CLAIM14R	CLAIM VENDOR MAINTENANCE						
Vendor Name	_____						
Address 1	_____						
Address 2	_____						
Address 3	_____						
City	_____	St	__	Zip	_____	Country	_____
Vendor Code	_____	Type	__				
Vendor Fax#	_____						
Contact Name	_____						
Contact Phone #	_____						
E-Mail Address	_____						
Web Address	_____						
=====							
=							
F1=Help F3=Exit F23=Delete							

STEP 4: Enter the following information when the previous screen appears.

Vendor Name

Enter the name of the Vendor.

Address 1

Enter the address of the Vendor.

Address 2

Enter any additional address information for the Vendor.

Address 3

Enter any additional address information for the Vendor.

City

Enter the city for the Vendor.

State

Enter the state for the Vendor.

Zip Code

Enter the zip code for the Vendor.

Country

Enter the country for the Vendor.

Vendor Number

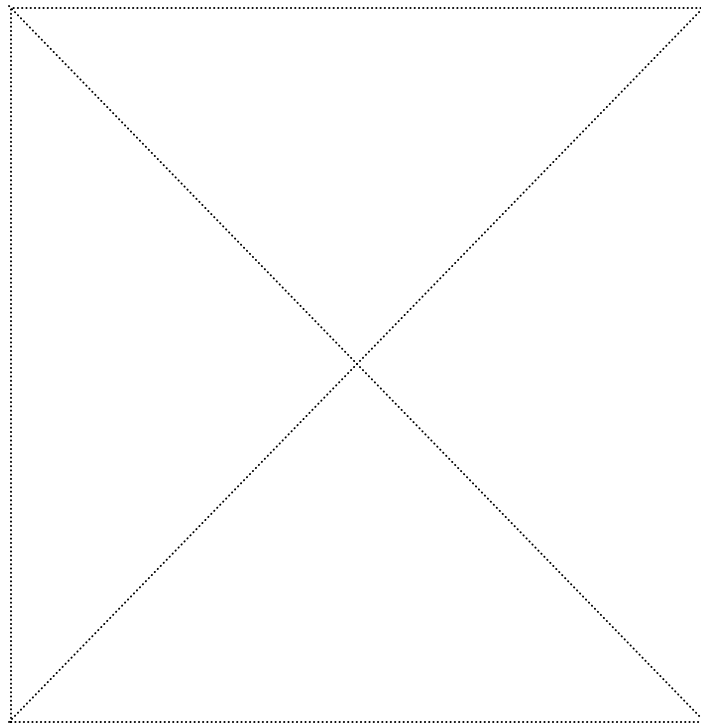
Enter the Vendor number.

Type

Enter the Vendor type. The valid types of vendors in the system are (C) Customer and (S) Store.

Section 2

Claims Processing



Claim Entry / Maintenance:

This option is used to enter and maintain claims. There are three types of claims you may enter into the system: (F) Service Failure; (O) Overcharge; and (S) Shortage and Damage. Each type has a unique entry screen format.

STEP 1: Select Option 10 from the CalcClaim Main Menu (See Exhibit 2-1)

EXHIBIT 2-1

13:13:47	CalcClaim	8/02/99
CLAIM08R	CLAIM ENTRY/MAINTENANCE	
Enter Claimant Code _____		
Enter Claim Number _____ (Leave blank for new claim)		
Enter Claim Type _____		
=====		
=		
F1=Help F3=Exit F4=Prompt F6=Assign Claim#		

STEP 2: Enter the following information when the above screen appears.

Claimant Code

Type in Claimant Code or hit "F4" for a window. When using the window, type an "X" next to the claimant to be selected and hit "ENTER".

Claim Number

If you are entering a new claim then leave this field blank, CalcClaim will assign the next claim number as per the Claimant Maintenance set up in Option 2.

If you want to display and perform maintenance on a previously entered claim, then enter that claim number. The user can hit "F4" to see a window of previously entered claims, but the Claimant field must first be filled in. The most recent claim will appear first. Select the claim you want to work with by placing an "X" next to the claim and hitting "ENTER".

Type

Enter the claim type for the claim you are working with: (F) Service Failure; (O) Overcharge; and (S) Shortage and Damage.

Select F6=Assign Claim # to manually assign a claim # for a new claim. This will bypass the automatic claim number generation (set up in Option 2) and require the user to enter in a unique claim number. (see Exhibit 2-1A). CalcClaim will verify if the claim number has been used before.

STEP 3: Press Enter and depending on the type of claim the following screens will appear. (See Exhibits 2-2, 2-4, or 2-6)

EXHIBIT 2-1A

Manual Claim # Entry

Enter Claimant Code _____

Enter Claim Number _____

Enter Claim Type _

F12=Cancel

SERVICE FAILURE CLAIMS (F)

Service Failure Claims are typically filed when the carrier does not adhere to its promised delivery date requirements. In this instance, freight charges are usually in dispute.

EXHIBIT 2-2

13:33:07	CalcClaim	8/02/99
CLAIM10R	CLAIM ENTRY/MAINTENANCE	SERVICE FAILURE
Claimant TEST	TEST NAME	Claim# 5
Carrier _____	Acct# _____	Carrier Claim# _____
Shipper(W/C/S) _____	Consignee(W/C/S) _____	
City _____	State _____	City _____ State _____
BOL# _____	Ship Date _____	YYYY/MM/DD Claim Date 1999/08/02
Trailer # _____	Routing _____	
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY Addtnl Document(Enter Code) _____		
___ Bill Of Lading		
=====		
=		

STEP 4: Enter the following information when the previous screen appears.

Carrier Code

Type in carrier code or hit "F4" for a window. When using the window type an "X" in carrier to be selected and hit "ENTER".

Account Number—Required if at least one number was entered for the carrier in Option 3.

Type in account code or hit "F4" for a window. When using the window type an "X" in account to be selected and hit "ENTER".

Carrier Claim Number

If the carrier has assigned a claim number to this claim then enter it here.

Shipper

Enter a valid shipper code: (C) Customer, (S) Store, or if CalcRate is installed, (W) Warehouse.

Shipper Name

Enter a shipper name. To prompt for a valid list of specific shipper types, enter the type and hit "F4". Once the shipper is selected type an "X" in the option field and press "ENTER".

NOTE: You may enter new Vendors in this F4 prompt. Press F7 then follow the directions given for Option 8.

Consignee

Enter a valid consignee code: (C) Customer, (S) Store, or if CalcRate is installed, (W) Warehouse.

Consignee Name

Enter a consignee name. To prompt for a valid list of specific consignee types, enter the type and hit "F4". Once the consignee is selected type an "X" in the option field and press "ENTER".

NOTE: You may enter new Vendors in this F4 prompt. Press F7 then follow the directions given for Option 8.

Bill of Lading Number

Enter the bill of lading number.

NOTE: If you are filing one claim for multiple shipments, only one bill of lading number is captured

Ship Date

Enter the ship date for the claim in a YYYYMMDD format.

Trailer

Enter the trailer number.

Routing

Enter the specific carrier route.

Additional Documentation

If additional documentation is needed to support the claim, and not listed below, the user can enter in the document code. You may use F4 to see the available codes. Place an "X" next to the supporting documents which will accompany this claim.

STEP 5: Press Enter and the following screen will appear. (See Exhibit 2-3)

```

13:37:45                               CalcClaim                               8/05/99
CLAIM10R                               CLAIM ENTRY/MAINTENANCE           SERVICE FAILURE

Claimant ARTC  AR TRAFFIC           Claim# ARTC00034
Carrier RDWY  ___ Acct# _____ Carrier Claim# _____
Shipper(W/C/S) W 11                Consignee(W/C/S) C EKCO
      City West Warwick State RI      City Chicago      State IL
BOL# 1234321   Ship Date 19990101  YYYY/MM/DD Claim Date 1999/08/05
Trailer #                               Routing
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY  Addtnl Document(Enter Code) ___
___ Bill Of Lading

                               Bottom

SERVICE FAILURE DETAIL:
  2=Change 4=Delete 9=Add

Opt Pro Number   Weight   Scheduled   Actual   Rsn Claim
                  Dlvry Dte Time Dlvry Dte Time Cde Amount
-----
-----
-----
-----
-----
                               More...

CLAIM SUB-TOTAL
ADDITIONAL CHARGES _____ TOTAL CLAIM
=====
=
F1=Help F3=Exit F4=Prompt F5= Req Docs F10=Comments F14=Sold By F23=Delete
  
```

STEP 6: Enter the following information when the above screen appears.

Opt

To change any existing information. Type a “2” in the Opt field.

To delete any existing information. Type a “4” in the Opt field.

To add new information. Type a “9” in the Opt field.

Pro Number

Enter the pro number for each freight bill you are claiming.

Weight

Enter the weight for this shipment.

Scheduled Delivery Date

Enter the scheduled delivery date for this item in a YYYYMMDD format.

Scheduled Delivery Time

Enter the scheduled delivery time for this item. e.g.: 13:00 is 1:00 PM.

Actual Delivery Date

Enter the actual delivery date for this item in a YYYYMMDD format.

Actual Delivery Time

Enter the actual delivery time for this item. e.g.: 13:00 is 1:00 pm.

Reason Code

Enter the reason code for the claim. Press F4 for a list of valid codes entered in Option 6.

Claim Amount

Enter the claim amount on this line.

Additional Charges

Enter the additional charges billed to the carrier for this claim.

NOTE: If an amount has been predetermined to bill the carrier in Carrier Maintenance (Option 3), then it will default here. It may be modified.

Claim Sub-Total

Upon hitting "Enter", CalcClaim will add all of the Claim Amounts.

Total Claim

Upon hitting "Enter", CalcClaim will calculate the total amount of the claim

NOTE: Negative amounts must have the negative sign after the number, e.g. "10-"

Select F5, To request a document from the Carrier, Shipper, Consignee, and Sold By. (See Exhibit 2-3A)

Select F10, To enter in comments for this claim. (See Exhibit 2-3B)

Select F14, To view/enter the Sold By information.

Press F23, To delete an already existing claim (a password is required for deletion). The User will be prevented from deleting any claim in which payments have been recieved. Claims can only be deleted from Option 10.

EXHIBIT 2-3A

Use - R- to Select					
- ___ Addtnal Doc					
R BL Bill of Lading					
	Fax #	Email Address	Fax	Print	E-Mail
Carrier	<u>212-268-6586</u>	_____	<u>X</u>	__	__
Shipper	<u>412-833-1707</u>	_____	__	__	__
Consignee	<u>814-555-1212</u>	_____	__	__	__
Sold By	<u>818-555-1212</u>	_____	__	__	__
F4= Prompt F12= Cancel Use -X- to Select					

The User can select the needed document by placing an “R” next to the document or by entering in the document’s code set up in Option 5. You may use F4 to see the available codes. If Fax # and Email address have been previously set up in CalcRate or CalcClaim, they will be pre-populated. The User will have the ability to change the default information. The request can be faxed, printed or emailed, by placing an “X” in the appropriate column and hitting “Enter”. This request will write to an auxiliary file that the user is responsible for sending.

CLAIM COMMENTS MAINTENANCE	
Print “C” claim letter “R” report	
2000/01/01 16:50:00	CalcRate ___

F1=Help F3=Exit	

The User can enter in a “C” if the comments are to appear on the claim letter or “R” for the comments to appear on a report. If neither “C” nor “R” is entered, comments entered will be for display purposes only. All comments are time/date stamped. All previously entered comments will be displayed.

NOTE: If comments already exist for this claim, the user can hit F9 to add new comments.

OVERCHARGE CLAIMS (O):

Overcharged Claims are filed for paying a carrier an incorrect amount on a specific freight bill. CalcClaim will calculate the actual cost of the shipment and compare it to the cost of the original billed/paid amount.

NOTE: This entry screen is designed to allow third party companies to file claims on behalf of their customers.

EXHIBIT 2-4

13:33:07	CalcClaim	8/02/99
CLAIM11R	CLAIM ENTRY/MAINTENANCE	OVERCHARGE
Claimant ARTC AR TRAFFIC Claim# 5		
Carrier _____	Acct# _____	Carrier Claim# _____
Shipper(W/C/S) _ _____	Consignee(W/C/S) _ _____	
City _____	State _____	City _____ State _____
BOL# _____	Ship Date _____	YYYY/MM/DD Claim Date 1999/08/02
Auditor _____	Direction _____ (I/O)	Terms _____ (A/C/P) 3rd Party N (Y/N)
Trailer _____	Routing _____	
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY Addtnl Document(Enter Code) _____		
___ Bill Of Lading		

=		

STEP 4: Enter the following information when the previous screen appears.

Carrier Code

Type in carrier code or hit "F4" for a window. When using the window type an "X" in carrier to be selected and hit "ENTER".

Account Number—Required if at least one number was entered for the carrier in Option 3.

Type in account code or hit "F4" for a window. When using the window type an "X" in account to be selected and hit "ENTER".

Carrier Claim Number

If the carrier has assigned a claim number to this claim then enter it here.

Shipper

Enter a valid shipper code: (C) Customer, (S) Store, or if CalcRate is installed, (W) Warehouse.

Shipper Name

Enter a shipper name. To prompt for a valid list of specific shipper types, enter the type and hit "F4". Once the shipper is selected type an "X" in the option field and press "ENTER".

NOTE: You may enter new Vendors in this F4 prompt. Press F7 then follow the directions given for Option 8.

Consignee

Enter a valid consignee code: (C) Customer, (S) Store, or if CalcRate is installed (W) Warehouse.

Consignee Name

Enter a consignee name. To prompt for a valid list of specific consignee types, enter the type and hit "F4". Once the consignee is selected type an "X" in the option field and press "ENTER".

NOTE: You may enter new Vendors in this F4 prompt. Press F7 then follow the directions given for Option 8.

Bill of Lading Number

Enter the bill of lading number.

Ship Date

Enter the ship date for the claim in a YYYYMMDD format.

Auditor

Enter the auditor's code. These codes are maintained in CalcRate Option 30-2.

Direction

Enter the direction of the shipment. "I" Inbound or "O" Outbound.

Terms

Enter the terms of the shipment: (A) Prepay and Add; (C) Collect; and (P) Prepay.

Third Party

If it was a third party shipment enter "Y". The flag defaults to "N".

Additional Documentation

If additional documentation is needed to support the claim, and not listed below, the user can enter in the document code. You may use F4 to see the available codes. Place an "X" next to the supporting documents which will accompany this claim

STEP 5: Press Enter and the following screen will appear. (See Exhibit 2-5)

13:37:45	CalcClaim	8/05/99
CLAIM10R	CLAIM ENTRY/MAINTENANCE	OVERCHARGE
Claimant ARTC	AR TRAFFIC	Claim# ARTC00034
Carrier RDWY	Acct# _____	Carrier Claim# _____
Shipper(W/C/S) W	11	Consignee(W/C/S) C EKCO
City _____	State _____	City _____ State _____
BOL# 1234321	Ship Date 19990101	YYYY/MM/DD Claim Date 1999/08/05
Auditor AUD	Direction _____ (I/O)	Terms P (A/C/P) 3rd Party N (Y/N)
Trailer # _____	Routing _____	
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY Addtnl Document(Enter Code) _____		
_____ Bill Of Lading		
OVERCHARGE DETAIL:		Bottom Carr PRO# _____
Miles _____	Actual Dscnt _____	Ship Wght _____ Carrier Amt _____
2=Change 4=Delete 9=Add		
Opt Description	Rsn Class Weight Typ	Rate Should Be Overcharge
_____	_____	_____
_____	_____	_____
_____	_____	_____
More...		
OVRCH.CLAIM SUB-TOTAL		
ADDITIONAL CHARGES _____	TOTAL CLAIM	
=====		
=		
F1=Help F3=Exit F4=Prompt F5=Req Docs F6=Alt.View F10=Comments F14=Sold By		

STEP 6: Enter the following information when the above screen appears.

Carr Pro #

Enter the pro number of the freight bill.

Miles

Enter the miles traveled for this shipment, you must enter the miles if the rate type is Rate per Miles (M).

Actual Discount

Enter the actual discount for this shipment if there was one.

Total Weight

Enter the total weight for this shipment.

Carrier Amount

Enter the total amount charged for this shipment (PRO#) on the original freight bill.

Opt

To change any existing information. Type a "2" in the Opt field.

To delete any existing information. Type a "4" in the Opt field.

To add new information. Type a "9" in the Opt field.

Description

Enter the description of the item.

Reason

Enter the reason for the claim. Press F4 for a list of valid codes entered in Option 6.

Class

Enter the valid NMFC class for this item. The valid classes are: 50; 55; 60; 65; 70; 77.5; 85; 92.5; 100; 110; 125; 150; 175; 200; 250; 300; 400; and 500.

Weight

Enter the total weight for this freight class.

Type

Enter the type of rate for this shipment. The valid types are: (C) Rate per 100 lbs.; (F) Flat Rate; and (M) Rate per mile.

Rate

Enter the rate charged for this line item. If Type=C, enter the hundred weight; if Type=F, enter the flat amount; if Type=M, enter the rate per mile.

Additional Charges

Enter the additional charges billed to the carrier for this claim.

NOTE: If an amount has been predetermined to bill the carrier in Carrier Maintenance (Option 3), then it will default here. It may be modified.

Should Be

Upon hitting "Enter", CalcClaim will re-rate the shipment and calculate the amount the carrier should have charged. This amount is compared to the Carrier Amount (original paid amount).

Overcharge

Upon hitting "Enter", this is the difference between the paid amount and rated amount. It may be overridden by the user.

Ovrch Claim Sub-Total

Upon hitting "Enter", CalcClaim will add up all of the Overcharge amounts

Total Claim

Upon hitting "Enter", CalcClaim will calculate the total amount of the claim.

NOTE: Negative amounts must have the negative sign after the number, e.g. "10-"

Select F5, To request a document from the Carrier, Shipper, Consignee, and Sold By. (See Exhibit 2-3A)

Select F6, To change the view. You may enter Debit Number, Check Number, Check Amount, and Check Date here. (See Exhibit 2-5A)

Select F10, To enter in comments for this Claim. (See Exhibit 2-3B)

Select F14, To view/enter the Sold By information.

Press F23, To delete an already existing claim (a password is required for deletion). The User will be prevented from deleting any claim in which payments have been recieved. Claims can only be deleted from Option 10.

13:37:45	CalcClaim	8/05/99
CLAIM10R	CLAIM ENTRY/MAINTENANCE	OVERCHARGE
Claimant ARTC AR TRAFFIC	Claim# ARTC00034	
Carrier RDWY Acct# _____	Carrier Claim# _____	
Shipper(W/C/S) W 11	Consignee(W/C/S) C EKCO	
City _____ State _____	City _____ State _____	
BOL# 1234321 Ship Date 19990101	YYYY/MM/DD Claim Date 1999/08/05	
Auidtor RCH Direction O (I/O)	Terms P (A/C/P) 3rd Party N (Y/N)	
Trailer # _____ Routing _____		
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY Addtnl Document(Enter Code) _____		
___ Bill Of Lading		
Bottom		
OVERCHARGE DETAIL:	Carr PRO# _____	
Miles 123 Actual Dsent 30.00	Ship Wg 100.00 Carrier Amt 100.00	
2=Change 4=Delete 9=Add		
Opt Debit # _____	Check Number _____	Check Amount _____
Check Date _____		
More...		
OVRCH CLAIM SUB-TOTAL 100.00		
ADDITIONAL CHARGES _____	TOTAL CLAIM 100.00	
=====		
=		
F1=Help F3=Exit F6=Alt. View		

Enter a **9** in the Opt field to add more information to the claim when the above screen appears.

Debit #

Enter the Debit # for payments sent to the carrier

Check Number

Enter the check number for payments sent to the carrier.

Check Amount

Enter the check amount for payments sent to the carrier.

Check Date

Enter the check date for payments sent to the carrier.

SHORTAGE (LOSS & DAMAGE) CLAIMS (S)

Shortage Claims are typically filed when merchandise is lost or damaged in transit by the carrier.

EXHIBIT 2-6

13:33:07	CalcClaim	8/02/99
CLAIM09R	CLAIM ENTRY/MAINTENANCE	SHORTAGE
Claimant TEST	TEST NAME	Claim# 7
Carrier _____	Acct# _____	Carrier Claim# _____
Shipper(W/C/S) _	Consignee(W/C/S) _	
City _____	State _____	City _____ State _____
BOL# _____	Ship Date _____	YYYY/MM/DD Claim Date 1999/08/02
Trailer # _____	Routing _____	
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY Addtnl Document(Enter Code) __		
__ Bill Of Lading		
=====		
=		
F1=Help F3=Exit F4=Prompt F5=Req Docs F6=Alt View F10=Comments F14=Sold		

STEP 4: Enter the following information when the previous screen appears.

Carrier Code

Type in carrier code or hit "F4" for a window. When using the window type an "X" in carrier to be selected and hit "ENTER".

Account Number—Required if at least one number was entered for the carrier in Option 3.

Type in account code or hit "F4" for a window. When using the window type an "X" in account to be selected and hit "ENTER".

Carrier Claim Number

If the carrier has assigned a claim number to this claim then enter it here.

Shipper

Enter a valid shipper code: (C) Customer, (S) Store, or if CalcRate is installed, (W) Warehouse.

Shipper Name

Enter a shipper name. To prompt for a valid list of specific shipper types, enter the type and hit "F4". Once the shipper is selected type an "X" in the option field and press "ENTER".

NOTE: You may enter new Vendors in this F4 prompt. Press F7 then follow the directions given for Option 8.

Consignee

Enter a valid consignee code: (C) Customer (S) Store, or if CalcRate is installed, (W) Warehouse.

Consignee Name

Enter a consignee name. To prompt for a valid list of specific consignee types, enter the type and hit "F4". Once the consignee is selected type an "X" in the option field and press "ENTER".

NOTE: You may enter new Vendors in this F4 prompt. Press F7 then follow the directions given for Option 8.

Bill of Lading Number

Enter the bill of lading number.

Ship Date

Enter the ship date for the claim in a YYYYMMDD format..

Additional Documentation

If additional documentation is needed to support the claim, and not listed below, the user can enter in the document code. You may use F4 to see the available codes. Place an "X" next to the supporting documents which will accompany this claim.

STEP 5: Press Enter and the following screen will appear. (See Exhibit 2-7)

```

13:37:45                               CalcClaim                               8/05/99
CLAIM10R                               CLAIM ENTRY/MAINTENANCE SHORTAGE

Claimant ARTC  AR TRAFFIC           Claim#  ARTC00034
Carrier RDWY  ___ Acct# _____ Carrier Claim# _____
Shipper(W/C/S) W  11                 Consignee(W/C/S) C  EKCO
City          State          City          State
BOL# 1234321   Ship Date 19990101  YYYY/MM/DD Claim Date 1999/08/05
Trailer #          Routing
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY  Addtnl Document(Enter Code) ___
___ Bill Of Lading

                                           Bottom

SHORTAGE DETAIL:
Carr PRO# _____ Ship Wght _____ Total Chrg _____
2=Change 4=Delete 9=Add
Opt Sku Number  Rsn  Unit Wt  Qty  Value  Ext Cost  ClmAmt
-----
-----
-----
-----
More...
SHORT.CLAIM SUB-TOTAL  TRANSPORT. CHARGES(PRO-RATED)
ADDITIONAL CHARGES _____ TOTAL CLAIM
=====
=
F1=Help F3=Exit F4=Prompt F5=Req Docs F6=Alt.View F10=Comments F14=Sold By

```

STEP 6: Enter the following information when the above screen appears.

Carr Pro #

Enter the Pro number of the freight bill.

Ship Weight

Enter the total weight of the shipment for this claim.

Total Charge

Enter the total freight charge paid for this shipment.

NOTE:

If Ship Weight and Total Charge are not entered, CalcClaim will not calculate the Transportation Charges.

Opt

To change any existing information. Type a “2” in the Opt field.

To delete any existing information. Type a “4” in the Opt field.

To add new information. Type a “9” in the Opt field.

Sku Number

Enter the Sku number of the item damaged or lost.

Reason Code

Enter the reason code for the claim. Press F4 for a list of valid codes entered in Option 6.

Unit Weight

Enter the weight for a **single unit** of this item.

Quantity

Enter the quantity of damaged or lost items for this Sku number.

Value

Enter the value for a **single unit** of this item.

Claim Amount

The user may enter in the amount of the claim or allow CalcClaim to calculate the claim. Upon hitting “Enter”, the amount will be calculated by taking the value of the damaged or lost units times the quantity of the damaged or lost units. The user can override this amount.

Short Claim Sub-Total

Upon hitting “Enter”, CalcClaim will add all of Claim Amounts to determine the Short Claim Sub-Total.

Transportation Charge

Upon hitting “Enter”, CalcClaim will calculate the Transportation Charge by prorating the damaged goods weight with the total shipment rate.

Additional Charges

Enter the additional charges billed to the carrier for this claim.

NOTE: If an amount has been predetermined to bill the carrier in Carrier Maintenance (Option 3), then it will default here. It may be modified.

Total Claim

Upon hitting “Enter”, CalcClaim will calculate the total amount of the claim.

NOTE: Negative amounts must have the negative sign after the number, e.g. "10-"

Select F5, To request a document from the Carrier, Shipper, Consignee, or Sold By.
(See Exhibit 2-3A)

Select F6, To change the view. You may enter Description, Order # and Carton #.
(See Exhibit 2-8)

Select F10, To enter in comments for this claim. (See Exhibit 2-3B)

Select F14, To view/enter the Sold By information.

**Press F23, To delete an already existing claim (a password is required for deletion).
The User will be prevented from deleting any claim in which payments have been
received. Claims can only be deleted from Option 10.**

```

13:37:45                               CalcClaim                               8/05/99
CLAIM10R                                CLAIM ENTRY/MAINTENANCE                SHORTAGE

Claimant ARTC  AR TRAFFIC           Claim# ARTC00034
Carrier RDWY  ___ Acct# _____ Carrier Claim# _____
Shipper(W/C/S) W 11 _____ Consignee(W/C/S) C EKCO _____
City _____ State _____ City _____ State _____
BOL# 1234321 _____ Ship Date 19990101 YYYY/MM/DD Claim Date 1999/08/05
Trailer # _____ Routing _____
SUPPORTING DOCUMENTATION=CHECK ALL THAT APPLY  Addtnl Document(Enter Code) ___
___ Bill Of Lading

                                           Bottom
SHORTAGE DETAIL:
Carr PRO# 1236321 _____ Ship Wg 100.00 Total Fr Chg 100.00
  2=Change  4=Delete  9=Add
Opt Sku Number      Description          Order #      Carton #
___ 0010101 _____ _____ _____
___ _____ _____ _____
___ _____ _____ _____
___ _____ _____ _____
                                           More...
SHORT.CLAIM SUB-TOTAL 150.00 TRANSPORT. CHARGES(PRO-RATED) 10.00
ADDITIONAL CHARGES _____ TOTAL CLAIM 160.00

=====
=
F1=Help F3=Exit F6=Alt. View
  
```

Enter a **9** in the Opt field to add more information to the claim when the above screen appears.

Description

Enter a description of the item lost or damaged.

Order #

Enter the order number of the lost or damaged merchandise.

Carton #

Enter the carton number of the lost or damaged merchandise.

Open Claim Inquiry:

This option is used to inquire about claims which are still open in the CalcClaim system.

STEP 1: Select Option 11 from the CalcClaim Main Menu (See Exhibit 2-9)

EXHIBIT 2-9

```
14:32:24                               CalcClaim                               8/02/99
CLAIM15R                                OPEN CLAIM INQUIRY

Enter Claimant Code _____ Enter Carrier Code _____

=====
F1=Help F3=Exit F4=Prompt
```

STEP 2: Enter the following information when the above screen appears.

Claimant Code

Type in Claimant Code or hit "**F4**" for a window. When using the window type an "**X**" in claimant to be selected and hit "ENTER".

Carrier Code

Type in carrier code or hit "**F4**" for a window. When using the window type an "**X**" in carrier to be selected and hit "ENTER". Once carrier code has been entered or selected from the window, hit "ENTER". The following screen will appear. (See Exhibit 2-10)

14:41:40	CalcClaim	8/02/99						
CLAIM15R	OPEN CLAIM INQUIRY							
Type Options, Press Enter.								
1=Entered 2=Filed 3=0-30 4=31-60 5=61-90 6=Over 90								
Op	Claimant	Carr	Entered	Filed	0-30	31-60	61-90	Over 90
__	ARTC	RDWY	1,002.50	134.88			36.88	98.00
=====								
=								

STEP 3: Enter the following information when the above screen appears.

Opt

To view all of the claims that have been entered. Type an "1" in the Opt Field.
(See Exhibit 2-11).

To view all of the claims that have been filed. Type a "2" in the Opt Field.
(See Exhibit 2-12).

NOTE: The Filed claims will equal the sum of the 0-30, 31-60, 61-90, and Over 90 day claims

To view claims that have been filed and are 0 - 30 days past due. Type a "3" in the Opt Field. (See Exhibit 2-12)

Opt To view claims that have been filed and are 31 - 60 days past due. Type a "4" in the Field. (See Exhibit 2-12)

To view claims that have been filed and are 61 - 90 days past due. Type a "5" in the Opt Field. (See Exhibit 2-12)

To view claims that are over 90 days past due. Type a "6" in the Opt Field.
(See Exhibit 2-12)

NOTE: If the Max # of Days has been reached (Option 2) for one or more claims, the Entered amount will be highlighted in red.

```

15:06:30                               CalcClaim                               8/02/99
CLAIM16R                               OPEN CLAIM INQUIRY
                                         ENTERED CLAIMS

Claimant ARTC  AR TRAFFIC
Carrier RDWY ROADWAY                    Total Open Amt    6,396.56
Type Options, Press Enter.
1=Fax/File  3=Group Comments  5=Display  6=File/Print  7=Print  8=Maintenance
Opt  Claim#      Entered      Filed      Orig.Amt  Open Amt  Type
---  ARTC00023  1999/04/06                135.00    135.00    S
---  ARTC00025  1999/05/05                30.00     30.00     S
---  ARTC00029  1999/06/22                230.00    230.00    S
---  ARTC00031  1999/07/19                307.50    307.50    S
---  ARTC00033  1999/08/05             1,995.66  1,995.66  S          C
---  ARTC00034  1999/08/05             115.99    115.99    F
---  ARTC00041  1999/08/05             150.00    150.00    S
---  ARTC00042  1999/08/06             738.78    738.78    S

=====
=
F1=Help  F3=Exit  F6=File/Print  F7=Print all

```

STEP 4: Enter the following information when the above screen appears.

Opt

To Fax and File a claim simultaneously: Type a “1” in the Opt Field next to one or more claims.

NOTE: When Fax=N in System Control Maintenance (Option 1), the option to Fax will not display here.

To Enter a comment and copy it to multiple claims, Type a “3” next to one or more claims. The comment entered will be copied to all applicable claims. (See Exhibit 2-

3B)

NOTE: If comments exist for a claim, a red “C” will appear to the right of the claim.

To Display the Claim detail: Type a “5” in the Opt Field. (See Exhibit 2-2, 2-4 or 2-6)

To File and Print a Claim simultaneously: Type a “6” in the Opt Field next to one or more claims.

NOTE: If the Max # of Days has been reached (Option 2) for a claim, that claim will be highlighted in red.

To Print a certain Claim without filing: Type a "7" in the Opt Field next to one or more claims.

To do Maintenance on a claim: Type an "8" in the Opt Field. The user has the ability to edit line item detail information only. To make a change, the user must place a "2" to change, "4" to delete or "9" to add in the Opt filed on that line item. If a change to a claim is made, "Claim Changed" will appear in the lower right hand corner.

NOTE: Negative amounts must have the negative sign after the number, e.g. "10-"

Select F6 to file/print all the entered claims

Select F7 to print all the entered claims

```

15:06:30                               CalcClaim                               8/02/99
CLAIM16R                               OPEN CLAIM INQUIRY
                                       FILED CLAIMS

Claimant ARTC  AR TRAFFIC
Carrier RDWY ROADWAY                    Total Open Amt    434.88
Type Options, Press Enter.
1=Fax  3=Group Comments 5=Display 7=Print 8=Maintenance 9=Post
Opt  Claim#      Entered      Filed          Orig.Amt  Open Amt  Type
---  ---
_    ARTC00008   1999/02/26   1999/02/26    238.00    38.00    S
_    ARTC00020   1999/03/08   1999/08/02    300.00    300.00   F
_    ARTC00021   1999/03/16   1999/03/16     60.00     60.00   S
_    ARTC00026   1999/05/17   1999/05/17     96.88     36.88   S
  
```

```

=
F1=Help  F3=Exit  F7=Print all
  
```

STEP 4: Enter the following information when the above screen appears.

Opt

To Fax the Claim: Type an “1” in the Opt Field next to one or more claims.

NOTE: When Fax=N in System Control Maintenance (Option 1), the option to Fax will not display here.

To Enter a Group Comment and copy it to multiple claims, Type a “3” next to one or more claims. The comment entered will be copied to all applicable claims.
 (See Exhibit 2-3B)

NOTE: If a “3” is placed next to one claim, all previously entered comments will be displayed. If a “3” is placed to multiple claims, previously entered comments will not be displayed. If comments exist for a claim, a red “C” will appear to the right of the claim.

To Display the Claim detail: Type a "5" in the Opt Field. (See Exhibit 2-2, 2-4 or 2-6)

To Print a Claim: Type a "7" in the Opt Field next to one or more claims.

To do Maintenance on a claim: Type an "8" in the Opt Field. The user has the ability to edit line item detail information. If a change to a claim is made, "Claim Changed" will appear in the lower right hand corner.

To Post payments to a claim: Type a "9" in the Opt Field. (See Exhibit 2-14)

Select F7 to print all the entered claims.

Claim Posting:

This option is used to post payments against claims which have been filed.

STEP 1: Select Option 12 from the CalcClaim Main Menu (See Exhibit 2-12)

EXHIBIT 2-12

```
14:32:24                               CalcClaim                               8/02/99
CLAIM17R                               CLAIM POSTING

Enter Carrier Code ____  __ Enter Claim Number ____

=====
F1=Help  F3=Exit  F4=Prompt
```

STEP 2: Enter the following information when the above screen appears.

Carrier Code

Type in carrier code or hit "F4" for a window. When using the window type an "X" in carrier to be selected and hit "ENTER".

Claim Number

Enter a Claim Number or hit "F4" for a window. The following screen will appear.
(See Exhibit 2-13).

NOTE: If you do not enter a claim number or a claim number does not exist, a list of all the claims filed against the carrier entered will appear.

15:36:20	CalcClaim	8/02/99					
CLAIM17R	CLAIM POSTING						
Type Options, Press Enter.							
5=Display							
Opt	Carr	Claim#	Entered	Filed	Claim Amt	Open Amt	Type
—	RDWY	ARTC00008	1999/02/26	1999/02/26	238.00	38.00	S
—	RDWY	ARTC00020	1999/03/08	1999/08/02	300.00	300.00	F
—	RDWY	ARTC00021	1999/03/16	1999/03/16	60.00	60.00	S C
—	RDWY	ARTC00026	1999/05/17	1999/05/17	96.88	36.88	S

=							
F1=Help F3=Exit							

STEP 3: Type a “5” in the Opt Field of the Claim for which you will post payment. The following screen will appear. (See Exhibit 2-14)

NOTE: If comments exist for a claim, a red “C” will appear next to it.

15:41:53	CalcClaim	8/02/99			
CLAIM18R	CLAIM POSTING				
Claim Number	ARTC00008	Claim Amt 200.00			
	Type SHORTAGE	Date Filed 1999/02/26			
Check#	45666	Amount 130.00			
Master Check #		Code PP			
	User ID RCH				
Pro/Sku#	Rsn	Original	Resolved	Open	Amount
3888	DM	100.00		100.00	
4789	DM	42.00		42.00	
					Bottom
TRANS.CHARGES		48.00		48.00	
ADDIT.CHARGES		10.00		10.00	
TOTAL CLAIM		200.00		200.00	
TOTAL RESOLVED					Bottom
=====					
=					
F1=Help F3=Exit F4=Prompt F6=History F10=Comments					

STEP 4: Enter the following information when the above screen appears.

Check Number

Enter the carrier's check number.

Amount

Enter the amount of the carrier's check.

Code

Enter a resolution code as defined in Resolution Code Maintenance (Option 7) or hit **F4** for a window.

Master Check #

If the check number has an associated master check # enter it here.

User ID

The current user's sign on screen name appears.

STEP 5: Hit “Enter” to allocate the money against the line items (Pro/Sku, Transportation Charges, Additional Charges). (See Exhibit 2-15)

EXHIBIT 2-15

15:41:53	CalcClaim	8/02/99
CLAIM18R	CLAIM POSTING	
Claim Number	ARTC00008	Claim Amt 200.00
	Type	SHORTAGE
Date Filed	1999/02/26	
Check#	45666	Amount 130.00
Code	PP	
Master Check #		User ID RCH
Pro/Sku#	Rsn	Original
3888	DM	100.00
4789	DM	42.00
	Resolved	Open
	100.00	100.00
	30.00	42.00
		Amount
		100.00
		30.00
		Bottom
TRANS.CHARGES	48.00	48.00
ADDIT.CHARGES	10.00	10.00
TOTAL CLAIM	200.00	200.00
TOTAL RESOLVED		Bottom
=====		
=		
F1=Help F3=Exit F4=Prompt F6=History F10=Comments		

Original

The line item's portion of the original claim amount

Resolved

The current amount paid by line item

Open

The total unresolved portion by line item.

Amount

The amount of money allocated to the line item.

NOTE: CalcClaim will pro-rate the amount entered against all open line items (Pro/Sku#s) by weight. Additional monies will be allocated to Transportation and Additional Charges, if applicable. The user has the ability to redistribute the posted amounts amongst any of the line items.

STEP 6: Hit **“Enter”** to post the amounts and recalculate the claim total
 (See Exhibit 2-16)

EXHIBIT 2-16

15:41:53	CalcClaim	8/02/99			
CLAIM18R	CLAIM POSTING				
Claim Number	ARTC00008	Claim Amt 200.00			
	Type SHORTAGE	Date Filed 1999/02/26			
Check#	45666	Amount 130.00			
Master Check #		Code PP			
	User ID	RCH			
Pro/Sku#	Rsn	Original	Resolved	Open	Amount
3888	DM	100.00	100.00		
4789	DM	42.00	30.00	12.00	
					Bottom
TRANS.CHARGES		48.00		48.00	
ADDIT.CHARGES		10.00		10.00	
TOTAL CLAIM		200.00	130.00	70.00	
TOTAL RESOLVED			130.00		Bottom
=====					
=					
F1=Help F3=Exit F4=Prompt F6=History F10=Comments					

Total Claim

The Original, Resolved, and Open amounts for all line items are added together.

Total Resolved

This is the portion of the total claim that has been paid.

NOTE: If the payments received from the carrier exceed the Total Claim amount, a new line item will be displayed for Excess Payment.

Select F10 to view/enter comments for this claim.

STEP 7: To view the payment history of the claim, press **F6**. The following screen will appear.
(See Exhibit 2-17).

10:00:52	CalcClaim	8/18/99			
CLAIM18R	CLAIM POSTING				
Claim Number	ARTC00008				
Claim Amt	200.00	Amt Resolved 130.00 Amt Open 70.00			
5=Display	7=ReOpen				
Opt	Check#	Amt Resolved	Code	Date Resolved	Description
—	45666	130.00	PP	1999/02/26	Partial Payment
=====					
=					

The Following is information given to you by CalcClaim.

Claim Amount

The total amount of the original Claim.

Amount Resolved

The total amount paid by the claimant.

Amount Open

The total amount left to be paid.

Check Number

Number of the Check used to pay the Claim.

Amount Resolved

Amount paid on the corresponding Check.

Code

The an action code as defined in Resolution Code Maintenance.

Date Resolved

The Date the check was posted to the claim

Description

Description of the Resolution Code

Select F5 to view the Master Check # associated with each payment and the User ID of the person who posted the amount.

Opt

To display the allocation of a certain posting, place a "5" on the line. (See Exhibit 2-18)

To Re-Open a posting, place a "7" on the line. (See Exhibit 2-19)

10:17:24	CalcClaim	8/18/99
CLAIM18R	CLAIM POSTING	
	Claim Number	ARTC00008
Claim Amt	200.00	Amt Paid 130.00 Amt Open 70.00
Check# 45666	Amount	130.00 Date Paid 1999/02/26 Action Code PP
Pro/Sku#	Amount Paid	
3888	100.00	
4789	30.00	
=====		
=		
F1=Help	F3=Exit	

The Following is information given to you by CalcClaim.

Pro/Sku

The Pro Number or Sku Number of the shipment or items the claim was filed for.

Amount Paid

The amount paid for the corresponding Pro Number or Sku Number.

10:00:52	CalcClaim	8/18/99			
CLAIM18R	CLAIM POSTING				
Claim Amt	Claim Number	ARTC00008			
200.00	Amt Resolved	130.00			
5=Display	Amt Open	70.00			
7=ReOpen					
Opt	Check#	Amt Resolved	Code	Date Resolved	Description
—	45666				

WARNING!!! YOU ARE ABOUT TO REOPEN
A LINE ITEM FOR CLAIM # ARTC0008.
ENTER THE PASSWORD TO CONTINUE

—————

OR PRESS F12 TO CANCEL

F1= Help F12=Cancel

=

F1=Help F3=Exit F5=Drop

NOTE: Once a line item has been re-opened, all allocations are subsequently reversed. A record is written to a file that stores the original detail information. This file can be accessed for reporting purposes.

Claim Inquiry:

This option is used to look-up specific claims to view the line item detail and/or payment history.

All open/closed claims are viewable.

STEP 1: Select Option 13 from the CalcClaim Main Menu (See Exhibit 2-20)

```
10:00:52                               CalcClaim                               8/18/99
CLAIM34R                               CLAIM INQUIRY

Enter Claimant _____

Sequence by.....  ___ Default Sequence to Claim Number

      1. Carrier Claim #
      2. Pro Number
      3. B/L #
      4. Order #
      5. Trailer #
      6. Carrier Code
      7. Shipper
      8. Consignee
      9. Sold By
     10. Resolution Reason Code

=====
=
F1=Help F3=Exit F4=Prompt
```

Claimant

Type in Claimant Code or hit "F4" for a window. When using the window type an "X" in claimant to be selected and hit "ENTER".

Sequence By:

Type in the number that corresponds to the lookup method you wish to use. If no number is entered, the claim number is used as the default. (See Exhibit 2-21).

STEP 2: The user has the option to enter in specific claim information or specify a range. Press "Enter" to continue. (See Exhibit 2-22)

EXHIBIT 2-21

10:00:52	CalcClaim	8/18/99
CLAIM34R	CLAIM INQUIRY	
Enter Claimant <u>ARTC</u> AR Traffic		
Sequence by Claim Number		
Claim Number..... _____		
From _____		
To..... _____		
From Date YYYY/MM/DD . . <u>1999/11/01</u>		
To Date YYYY/MM/DD . . . <u>1999/11/02</u>		
=====		
F1=Help F3=Exit		

Claim Number

Enter the Claim number of the claim you wish to view

From

Enter the beginning Claim number of the range

To

Enter the ending Claim number of the range

From Date YYYY/MM/DD

Enter the beginning Date range of the claim you are looking for

To Date YYYY/MM/DD

Enter the ending Date range of the claim you are looking for

10:00:52	CalcClaim	8/18/99					
CLAIM34R	CLAIM INQUIRY						
Claimant <u>ARTC</u> AR Traffic	Total Open Amt	12,345.00					
Type Options, Press Enter 5=Display 6=Payment							
Opt	Claim #	Carrier	Filed	Orig Amt	Open Amt	Tp	Pro#
—	849984	RDWY		238.00	238.00	O	4993933
—	848488	RDWY	1999/01/30	1000.00		S	994992
—	848222	HJBT	1999/03/05	569.00	69.00	F	93994
							More...
=====							
F1=Help F3=Exit F5= Drop							

Opt

To display the claim, place a “5” on line and hit “Enter”.

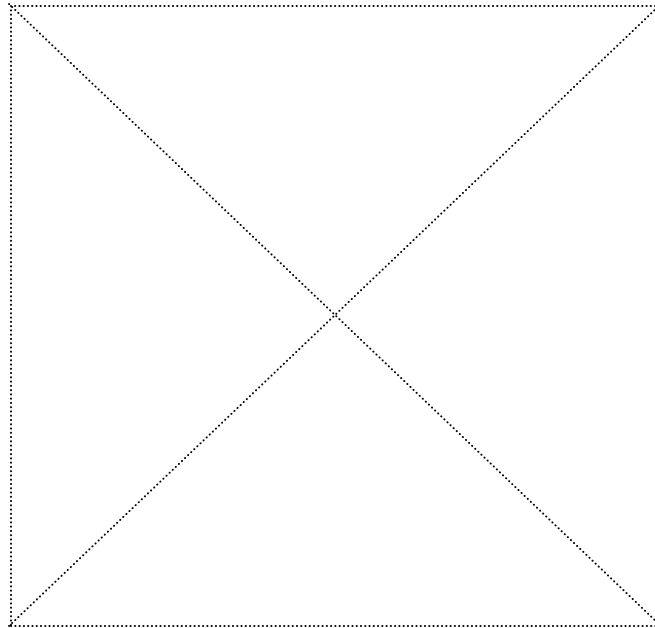
To view the payment history of a claim, place a “6” on the line and hit “Enter”.

NOTE: These options will not allow the user to change line item information and/or post payments to claims. Comments can still be entered.

Select F5= Drop, to view the Date the claim was entered.

Section 3

Claim Reports



Open Claims Report:

This option is used to print information on the open claims. A detail report showing all individual claim amounts still open and aged, as well as a summary by carrier, may be printed.

STEP 1: Select Option 15 from the CalcClaim Main Menu (See Exhibit 3-1)

EXHIBIT 3-1

9:23:29	CalcClaim	8/03/99
CLAIM19R	OPEN CLAIM INQUIRY REPORT	
Enter Claimant Code _____ Enter Carrier Code _____ Enter Opt <u>D</u> (S/D)		
=====		
=		
F1=Help F3=Exit F4=Prompt		

STEP 2: Enter the following information when the above screen appears.

Claimant Code

Enter the claimant number or to print all claimants in the system leave this field blank. You may press F4 for a window displaying all claimants in the CalcClaim system.

Carrier Code

Type in carrier code or hit "**F4**" for a window. When using the window type an "**X**" in carrier to be selected and hit "ENTER". Once carrier code has been entered or selected from the window, hit "ENTER".

Option

To print detail enter a "D" or to print summary enter a "S". The default report is by detail.

Resolved Detail Report:

This option is used to print information on resolved claims. These are individual claims that are totally closed. Each applied payment (excluding Claim Errors, but including Write-Offs) towards the claim will be displayed.

STEP 1: Select Option 16 from the CalcClaim Main Menu (See Exhibit 3-2)

EXHIBIT 3-2

9:23:29	CalcClaim	8/03/99
CLAIM22R	RESOLVED CLAIM INQUIRY REPORT	
Enter Claimant Code _____ Enter Carrier Code _____		
=====		
=		
F1=Help F3=Exit F4=Prompt		

STEP 2: Enter the following information when the above screen appears.

Claimant Code

Enter the claimant number or to print all claimants in the system leave this field blank. You may press F4 for a window displaying all claimants in the CalcClaim system.

Carrier Code

Type in carrier code or hit "F4" for a window. When using the window type an "X" in carrier to be selected and hit "ENTER". Once carrier code has been entered or selected from the window, hit "ENTER".

Summary Ratio Report:

This report shows the percentage of claims, in dollars, that the carrier has paid.

When printing Summary Ratio Reports, Write Offs will be subtracted from the resolved claims total in order to calculate the percent of claims carriers have paid. Only valid claims will be used in the calculation. Therefore, Claim Errors are not counted as valid claims.

STEP 1: Select Option 17 from the CalcClaim Main Menu (See Exhibit 3-3)

EXHIBIT 3-3

```
10:22:29                               CalcClaim                               8/03/99
CLAIM24R                                CLAIM SUMMARY RATIO REPORT

Enter Claimant Code _____ From (YYYYMMDD) _____ To (YYYYMMDD) _____

=====
=
F1=Help  F3=Exit  F4=Prompt
```

STEP 2: Enter the following information when the above screen appears.

Claimant Code

Enter the claimant number or to print all claimants in the system leave this field blank. You may press F4 for a window displaying all claimants in the CalcClaim system.

From Date

The Summary Ratio Report is for a time frame. Enter the beginning time frame in the YYYYMMDD format.

To Date

Enter the ending time frame in the YYYYMMDD format.

Resolved by Type Report:

This report, summarized by carrier, displays closed claims by type. It does not consider Claims filed in error (Claim Error).

STEP 1: Select Option 18 from the CalcChim Main Menu (See Exhibit 3-4)

EXHIBIT 3-4

```
10:22:29                               CalcClaim                               8/03/99
CLAIM26R    RESOLVED CLAIM SUMMARY REPORT BY TYPE

Enter Claimant Code _____ From (YYYYMMDD) _____ To (YYYYMMDD) _____

=====
=
F1=Help  F3=Exit  F4=Prompt
```

STEP 2: Enter the following information when the above screen appears.

Claimant Code

Enter the claimant number or to print all claimants in the system leave this field blank. You may press F4 for a window displaying all claimants in the CalcClaim system.

From Date

The Resolved Summary Report By Type is for a time frame. Enter the beginning time frame in the YYYYMMDD format.

To Date

Enter the ending time frame in the YYYYMMDD format.

Freight Ratio Report:

This report displays the total number and amount of valid claims (Claim Errors not included).
If

CalcRate is installed, the total number of shipments and cost will display. The percentage of shipments with claims and percentage of dollars claimed versus shipped will print.

STEP 1: Select Option 19 from the CalcClaim Main Menu (See Exhibit 3-5)

EXHIBIT 3-5

10:22:29	CalcClaim	8/03/99
CLAIM28R	CLAIMS TO FREIGHT RATIO REPORT	
Enter Carrier Code _____ From (YYYYMMDD) _____ To (YYYYMMDD) _____		
=====		
=		
F1=Help F3=Exit F4=Prompt		

STEP 2: Enter the following information when the above screen appears.

Carrier Code

Type in carrier code or hit "F4" for a window. When using the window type an "X" in carrier to be selected and hit "ENTER". Once carrier code has been entered or selected from the window, hit "ENTER".

From Date

The Resolved Summary Report By Type is for a time frame. Enter the beginning time frame in the YYYYMMDD format.

To Date

Enter the ending time frame in the YYYYMMDD format.

Invoices Report:

If you are a third party claims administrator, this option will print all customer invoices.

A detailed description is not included. Please contact AR Traffic Consultants if you are interested in learning more about this function.

Reprint Invoices Report:

If you are a third party claims administrator, this option will reprint individual customer invoices.

A detailed description is not included. Please contact AR Traffic Consultants if you are interested in learning more about this function.

Reason Code Detail Report:

This report lists claims by reason code for a specific claim type. It does not consider Claims filed in error (Claim Error).

STEP 1: Select Option 22 from the CalcClaim Main Menu (See Exhibit 3-6)

EXHIBIT 3-6

10:22:29	CalcClaim	8/03/99
CLAIM44R	REASON CODE DETAIL RATIO REPORT	
Enter Claimant Code _____		
Enter Claim Type _____		
From (YYYYMMDD) _____		
To (YYYYMMDD) _____		
=====		
=		
F1=Help F3=Exit F4=Prompt		

Reason Code Summary Report:

This report displays the total number of claims by reason code. Each reason code is listed as a percentage of all claims. It does not consider Claims filed in error (Claim Error).

STEP 1: Select Option 23 from the CalcClaim Main Menu (See Exhibit 3-7)

EXHIBIT 3-7

10:22:29	CalcClaim	8/03/99
CLAIM42R	REASON CODE SUMMARY RATIO REPORT	
Enter Claimant Code _____ From (YYYYMMDD) _____ To (YYYYMMDD) _____		
=====		
=		
F1=Help F3=Exit F4=Prompt		