



Mayflower attempts to settle all claims in an equitable and timely manner. We appreciate your cooperation in filling out the attached form to the best of your ability.

RETURN THIS FORM TO:

Mayflower Transit, Inc.  
P.O. Box 26150  
Fenton, MO 63026-1350

**INSTRUCTIONS FOR FILLING OUT SPECIAL TRANSPORTATION SYSTEM CLAIM FORM (STS)**

**GENERAL INSTRUCTIONS**

Order for service number \_\_\_\_\_

- A. Keep damaged articles, including shipping cartons.
- B. Please type or use ball point pen when completing form.
- C. Please **DO NOT** write in areas marked for home office use only.
- D. Please have shipping documents available at time of inspection.

**SPECIFIC INSTRUCTIONS:**

- A. The **ORDER FOR SERVICE NUMBER** must be referenced on claim form and any subsequent correspondence or inquiries. If not already completed, the order number can be found at the top right corner of the Bill of Lading.
- B. Complete top portion of form thoroughly. Include zip codes with addresses and area codes with telephone numbers.
- C. Complete all columns for articles claimed:
  - 1. The inventory number of the article is important. Include article or container number whenever possible.
  - 2. Give article weight.
  - 3. Give a brief description of article claimed.
  - 4. Describe the extent and nature of damage.
  - 5. Give age of article.
  - 6. Indicate the article's replacement cost today for similar article.
  - 7. Enter the amount you are claiming in settlement.
  - 8. Please indicate if items claimed were packed in cartons, if not show N/A. Please indicate yes or no in column to show if the carton was damaged externally.
- D. If additional space is required, please be sure attached pages include the same information requested on this form.
- E. For items missing, indicate "missing" in column number 4 Description of Damage.
- F. Any supporting documentation such as repair estimates should be firmly attached to the claim form.

Inv. No.	Article weight	Article description	Description of Damages	Age	Cost to replace today	Amount Claimed	Were cartons damaged
31	360	DISC DRIVE	SIDE PANEL DENIED	3 yrs.	\$125.00	\$125.00 SEND	NO

**Minimum filing requirements**

Federal regulations establish the minimum filing requirements as a "communication in writing from a claimant filed with a proper carrier within the time limits specified in the bill of lading or contract of carriage for transportation, and (i) containing facts sufficient to identify the baggage or shipment (or shipments) of property involved, (ii) asserting liability for alleged loss, damage, injury or delay, and (iii) making a claim for the payment of a specified or determinable amount of money, shall be considered as sufficient compliance with the provisions for filing claims embraced in the bill of lading or other contract of carriage."

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