

## How To Dispute A Reclass

Reclasses are some of the most common invoice disputes that we handle here at FreightPros. This white paper will tell you exactly what you need to dispute your reclass, giving you the best chance for a successful invoice correction.

### What Does It Mean To Dispute A Reclass?

A reclass occurs when the carrier inspects your freight in transit and finds a discrepancy between the class listed on the bill of lading and the actual class of the freight. Freight classing is based on the National Motor Freight Classification (NMFC) system. Every LTL item shipped is assigned an NMFC code and a corresponding freight class, meaning, the higher the class, the higher the liability for the carrier to ship the freight, the higher the price. Some freight classes are based on density or value, depending on the product. For more information, refer to our blog post [explaining freight class](#).

If you believe that your product fits an NMFC code that corresponds to a lower class than the carrier inspected class, the FreightPros team can dispute this charge with the carrier on your behalf. Simply follow this to guide to successfully file the dispute.

### What Documents Do I Need To Provide?

All carriers require two documents be submitted before they will open the dispute claim. Please note that these must be official documents and cannot be handwritten.

- **Spec Sheet** – This is an official document from the manufacturer that includes basic information about the freight, including: Weight, Dimensions, and Product Description. This document needs to prove to the carrier that your product does not match the NMFC code used by the carrier after inspecting your freight.
- **Packing Slip** – This document comes from the shipper and is included with the freight during transit. It lists each item in the shipment along with piece count and weights. Note that weight on the packing slip and BOL are TOTAL WEIGHT (pallet included).



### FreightPros at a Glance

32 Employees, HQ in Austin, TX

Founded in 2009

282<sup>nd</sup> Fastest Growing Company on 2013 Inc500 List

### Freight Solutions

LTL Quoting & Transportation Management

Full Truckload Services

Strategic Carrier Planning

Billing Auditing

Fantastic Pricing

### Why We Rock at Freight:

We Are Transparent with our Customers

We Treat our Customers as Partners

We Excel by Actively Embracing our Core Company Values:

- Support
- Produce
- Respect
- Balance
- Develop

## What Else Do I Need To Know?

Carriers are more likely to approve a dispute when it's filed within a few days of the invoice date, so please contact us as soon as you find out you need to dispute a reclass. After you've provided the necessary documents, your FreightPros representative will take care of the rest.

Disputes can take anywhere from a couple days to a couple months, depending how backed up the carrier is. We will follow up regularly and make sure to keep you updated on how the dispute is coming along.

If your dispute is approved we will let you know immediately, and will send an updated invoice reflecting the lower rate. If the carrier declines your dispute, please refer to our Terms and Conditions or contact your FreightPros representative.

Note that we cannot dispute NMFC coding itself; this is a nationally recognized, and legally binding system. If your product fits the description of the NMFC code that the carrier used after inspecting your freight, the charges are unable to be disputed.