Freight Claim Software Checklist

Your Software Shopping Guide

A TranSolutions Inc. Publication

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claim management software at
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Introduction

Software shopping can be difficult if you don't know what to look for. And if it's your first time shopping for a freight claim management solution, it's hard to know what you need.

This guide will help you determine what to look for in a freight claim management solution.

Centralized System

In our blog post, we mentioned that your software should be web-based; one of the reasons for this is that it allows you to have one centralized system for all loss and damage claim activities. This allows multiple users to work on the system at once, with no need to email multiple copies of files back and forth. It also allows you the flexibility of accessing the same up-to-date data on any computer.

Having one system to store all information relevant to your claims is essential for keeping you organized. In addition to recording basic information such as the carrier name and contact information, you need to ensure that the system can store your supporting documents, such as the delivery receipt, bill of lading, and photos of damages. Ideally, your system will also allow you to send emails from within the system. This way, records of your emails to carriers will be stored with all the other information relevant to the claim, within the system.

MyEZClaim stores all claim information & supporting documentation within one central online system. You can also email from within the system.

Flexibility

You want to ensure that the software and the software vendor are flexible enough to accommodate both your current needs and your needs down the road. Can you integrate your freight claim software with your TMS? If your company grows, is the solution scalable, or will you be suddenly hit with the need to buy additional servers?

MyEZClaim easily integrates with your TMS. Servers are maintained by TranSolutions so you never need to buy additional servers. All data

Another important consideration is mobility of your data if you eventually decide to stop using the software. What will happen to your data? Will you be able to access it?

can be easily exported into a spreadsheet to use independently from MyEZClaim.

Accepted by All Carriers

It is essential that your freight claim management system has proven to be accepted by all carriers. Ensure that the system has all of the data fields that are required by every carrier. After all, what use is a freight claim software system that can communicate with UPS but not FedEx?

Accepted by all carriers, half a million claims are accepted from MyEZClaim each year.

Data Mining Capabilities

Other key benefits that you should be looking for in your freight claim software are data mining and analysis functionalities. This will help you to analyze your freight claim data and eliminate the shipping problems that are leading to loss and damage claims.

In order to do this, your software will need excellent data analysis capabilities. Does the software include automatically generated reports? How many? If you want to drill down to details that aren't available in the automated reports, are you able to do so? How many variables are you able to sort the data by? Can you set up alerts or automated report scheduling?

MyEZClaim includes over 80 automatically generated reports and enables further filtering on over 150 different variables. It also enables alerts to avoid missed deadlines.

User Friendly

This software is supposed to make your life easier – not more difficult. Therefore, make sure that you find something that is going to be easy to work with. How long will it take you to learn to use the product? Is it intuitive to use? Will the vendor train you on the software? You should also consider the cost of product training – is it included in the price of the software, or is there an extra charge? Will you need to travel to attend training sessions?

Most MyEZClaim users feel comfortable with the software after an hour of training. Live, one-on-one training is included with the software and is provided online to save travel costs.

Customer Service

No matter how user friendly the software is, you want to make sure that you have access to support in case you run into an issue. What customer service does the company offer as part of the software package? Do you need to pay extra fees in order to access support? If there is a technical issue, you don't want to burden your own IT team.

TranSolutions offers 24/7 technical and client support as part of the MyEZClaim software offering.

Uptime & Data Security

What does the freight claim software company do to ensure that the system does not crash? If there is an error, what will they do to ensure that they will get it up again quickly, with full access to your data restored? Some claims must be filed on a very short timeline – for example, concealed damage claims must be filed within seven days of delivery. You don't want to miss out on a claim payment worth thousands of dollars because your claim management software crashed just as the deadline was approaching.

The time to think about uptime and data security is before you start working with a freight claim management system – not after the system has crashed, taking your claims information with it. Be sure to ask the sales representative about security before you buy.

TranSolutions stores MyEZClaim data on two redundant servers on separate power grids to ensure data security & uptime. For more information on how we ensure data security & uptime, **download our MyEZUpTime whitepaper.**

Testimonials

If the solution is worth its salt, the company should be able to provide a client list and glowing testimonials from their past and current clients. Also consider how many clients they have, and what kind of clients are working with them. Are they working with well known, successful companies?

View MyEZClaim's **client list here**, and MyEZClaim's **client testimonials here**.

Free Trial

No matter how impressive the freight claim software sounds, make sure you can try it out before you're locked into a contract. You need to find out for yourself if the company can deliver what they promise, and if their software will meet your needs. Ideally this will be a full trial that demonstrates how the product will actually work if or when you purchase it, to allow you to experience all of the features available to you.

Learn more about **MyEZClaim's free 30 day trial here**.

Freight Claim Software Checklist

By now you should have a better idea of some features to look for in your freight claim software. Here's a summary checklist of the features covered in this ebook.

- ❑ Centralized System
- ❑ Flexibility
- ❑ Accepted by All Carriers
- ❑ Data Mining Capabilities
- ❑ User Friendly
- ❑ Customer Service
- ❑ Uptime & Data Security
- ❑ Testimonials
- ❑ Free Trial

To learn more about MyEZClaim visit **www.TransolutionsInc.com**, or get your **free trial here**.