

Split Shipments

You may come across instances when a customer wants a portion of his shipment delivered to one location, and the other portion delivered somewhere else (i.e. between two residences, between residence and office, or residence or storage).

Regardless of the reason, it is important that two separate certificates are issued. Two separate shipments exist when two portions are being delivered to separate locations, and they should be packed accordingly at the origin residence.

Problems can arise when only one certificate is issued for a split shipment.

- Our insurance programs require a property owner to take delivery exceptions on the carrier's documents at the time of delivery. But what happens if the property owner cannot take possession of the entire shipment? How can a claims adjuster determine what, if any, items are actually missing?
- The insurance certificate states, "insurance coverage ceases on the date/time shipment is accessed" by the property owner. When a portion is removed from storage, this technically means that all coverage is terminated. In order for coverage to be extended on the portion stored, we must first obtain special approval from our insurance underwriter.
- The certificate requires a claim to be filed within a specific number of days. But what happens if only one portion is delivered? If the property owner should delay in filing the claim until the entire shipment is in his possession, the claim filing period may have expired.
- Claims must be submitted in writing directly to TGI within sixty (60) days of the shipment's arrival in the designated destination country to which the shipment is insured, or within forty-five (45) days after the shipment leaves storage, provided the proper extension of insurance coverage is approved and paid, or within forty-five (45) days of date the insurance coverage terminated, whichever date is earliest.

We want to make the entire process of insurance, storage extension, and claim settlement as easy as possible for everyone involved, especially your customers. The best way to accomplish this is to treat a "split" shipment as separate shipments, each with their own certificate and inventory.