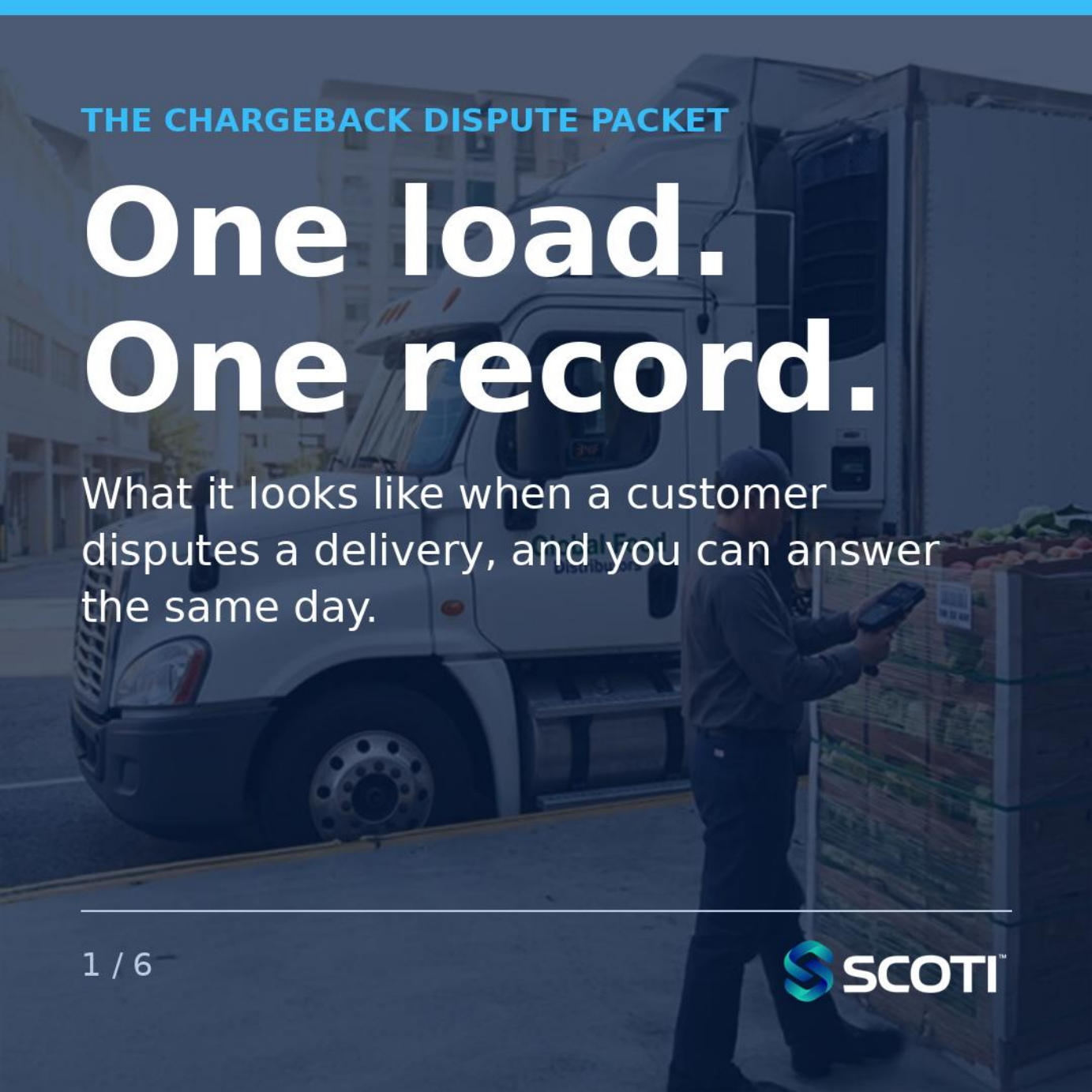
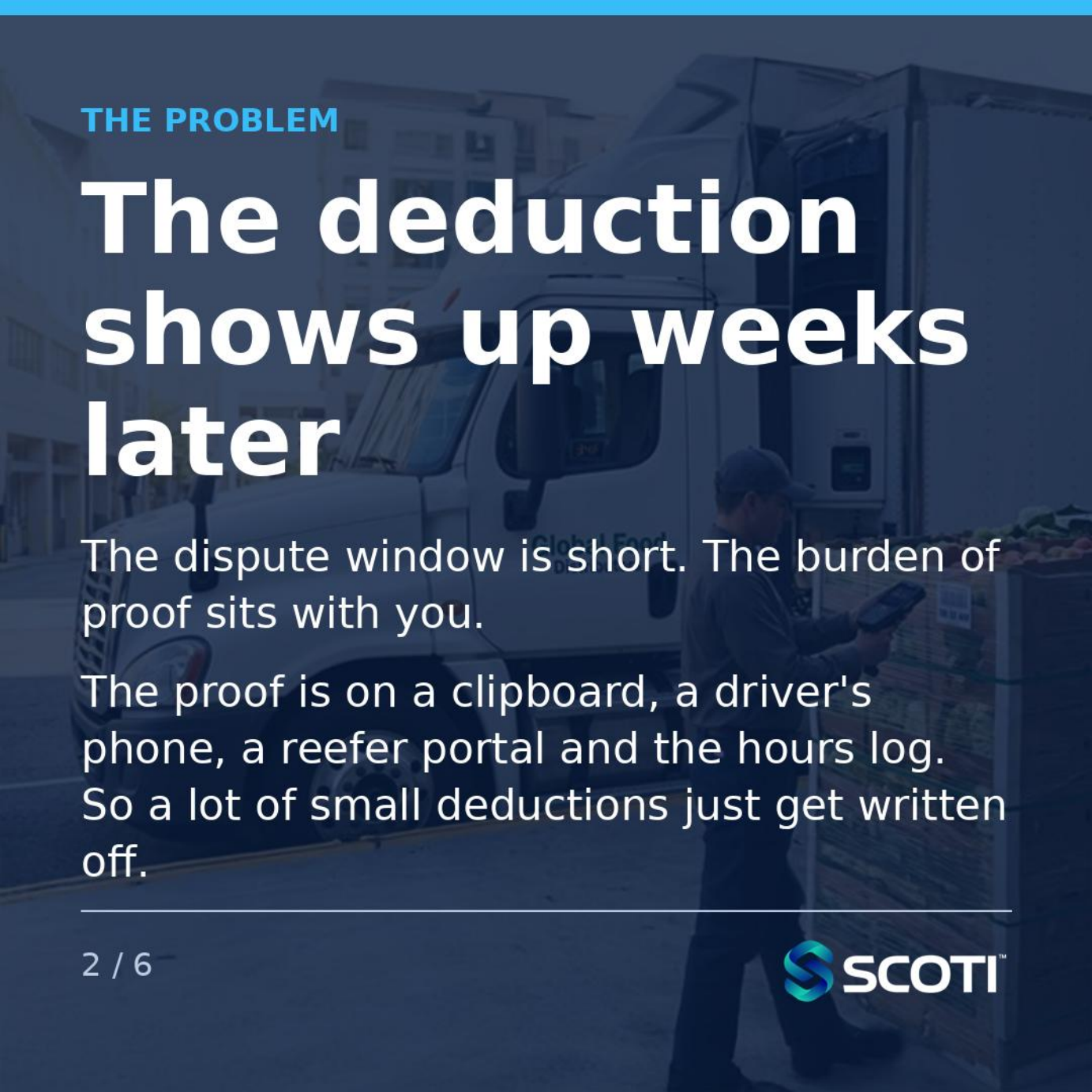


THE CHARGEBACK DISPUTE PACKET

One load. One record.

What it looks like when a customer disputes a delivery, and you can answer the same day.

SCOTI™



THE PROBLEM

The deduction shows up weeks later

The dispute window is short. The burden of proof sits with you.

The proof is on a clipboard, a driver's phone, a reefer portal and the hours log. So a lot of small deductions just get written off.

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THE CLAIM

"Delivered late. Product warm."

Two lines on a remittance. Now someone has to prove what actually happened at that stop.

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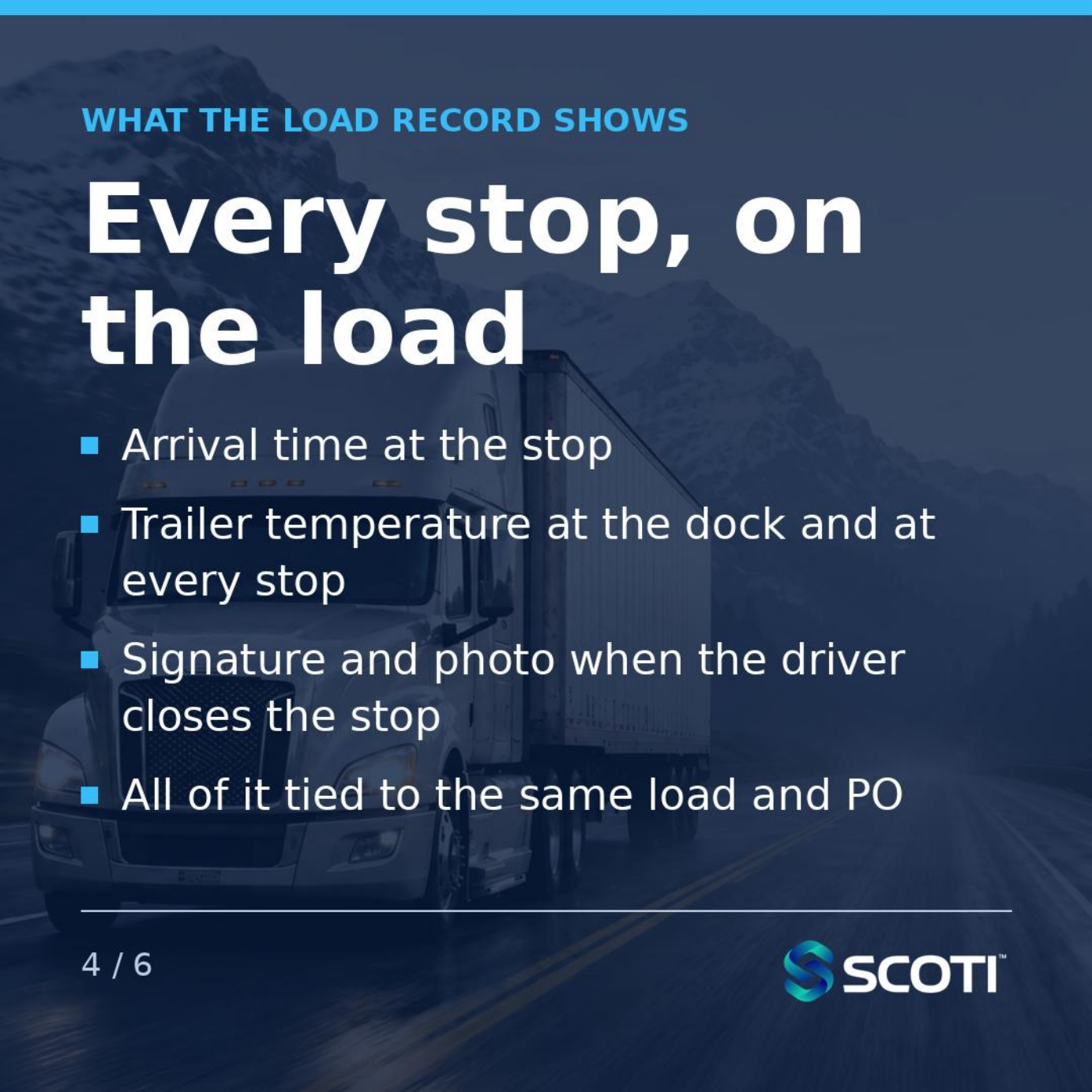

WHAT THE LOAD RECORD SHOWS

Every stop, on the load

- Arrival time at the stop
- Trailer temperature at the dock and at every stop
- Signature and photo when the driver closes the stop
- All of it tied to the same load and PO

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THE ANSWER

Pull it up while they're still on the phone

One record from PO to proof. No digging through four systems, no calling the driver to ask what happened.

SCOTI™


TRY IT ON YOUR OWN LOADS
Start with a free report
A free 14 day Execution Gap Report on your own loads, read only. We use the systems you run plus the truck and trailer data you already have.
We walk you through what we found. You keep the report either way.
connect@scoti.io
scoti.io
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