



Overcharge Claim Process

At XPO, we aim to deliver best-in-class LTL service with accurate invoicing for every shipment. If you believe you have experienced an overcharge, including because of a duplicate payment, billing error or incorrect accessorial charge, we have a dedicated team standing by to support. Please submit a claim following the instructions below and our team is glad to assist.

Required Documentation

Make sure you have the following documents before filing an overcharge claim:

- Copies of each invoice
- Copies of the original bill of lading, delivery receipt, packing slips or other pertinent documentation
- If the claim is related to a pricing agreement or tariff, copies of those documents must also be provided

To File a Claim

Overcharge claims must be filed within 180 days of the receipt of the original invoice and only after the invoice has been paid.

1. Once you have collected the required documents outlined above, visit the [Overcharge Claims page](#) on the XPO customer website. If you do not have an account, you can easily [register](#) for one. You can also navigate to the form by clicking “Overcharge Claim” in the “Tools” drop-down menu.
2. Complete the required fields, including the reason for the request, claimant information, invoice information and supporting documentation. Please note that you can submit overcharge claims for up to 100 PROs at a time.
3. Upon submitting the form, a confirmation will appear on the screen with a claim number as well as your own reference number, if applicable.
4. Your request will be reviewed by our Overcharge Claims team. If additional information is needed, they will send the request via email.
5. The Overcharge Claims team will either pay or decline the claim within 60 days of submission.
6. If approved, our Cash Applications will provide you with a refund or additional information.
7. If you need to file a rebuttal for a denied claim, return to the Overcharge Claims form and select “Rebuttal of claim” as the reason for the request. Please include the relevant claim number in your submission.

Overcharge Claims

What to Know:

- The invoice must be paid before an overcharge claim can be filed.
- Failure to provide required documentation will result in the claim being rejected and sent back for additional information.
- Claims received beyond the 180-day statute of limitation will not be processed.
- For more information, please see [Item 23](#) in our rules tariff.

Note: For any questions or status updates on your claim, please email overcharge.LTL@xpo.com.