

# THE HIDDEN COSTS OF COFFEE LOGISTICS

And How to Recover Them Legally

**Dr. Lina Jasutiene**

Recoupex Founder

**Recoupex**



# Where the money leaks.

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**Where the money leaks.  
Why recovery fails.**

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**Where the money leaks.**

**Why recovery fails.**

**How to fix it.**

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**LESS THAN 25%**

of claimed value is often recovered  
when enforcement is weak.

# QUESTION

- How many containers do you ship per year?
- What's your average container value?
- What's your damage ratio?

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# THE \$1.6M EXAMPLE

3,000 containers  
× 8% damage  
× \$8,000 loss

If 15% recovered

**\$1.92M leakage**

**\$1.6M unrecovered**

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In coffee trading, we fight for one cent per pound — but quietly absorb millions in logistics.

# WHERE LOSSES OCCUR

1. Water ingress
2. Theft / robbery, misappropriation
3. Contamination
4. Transit delays

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This is not a damage problem.

# It's a structural problem.

Ownership

Incentives

KPI

Deadlines

Data

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# COMMON STRUCTURAL MISTAKES

1. Commercial Team Handles Claims

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2. Insurance-Led Enforcement

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# COMMON STRUCTURAL MISTAKES

1. Commercial Team Handles Claims
2. Insurance-Led Enforcement
3. No Recovery KPI

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# 4 BIGGEST MYTHS

**Myth 1** Insurance Will Cover It

# INSURANCE WITHOUT SUBROGATION IS COST TRANSFER

High claims frequency → higher premiums

Weak recovery → deteriorating loss ratio

Deterioration → renewal pressure

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**Myth 2** It's Condensation

**Myth 3** Small Claims Aren't  
Worth It

**Myth 4** We Settle Commercially

The Reality.

# THE CLAIMS MATURITY MODEL



Level 5 - Strategic

Level 4 - Measured

Level 3 - Structured

Level 2 - Insurance-led

Level 1 - Reactive

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# THE RECOVERY FRAMEWORK

Three pillars of enforceable recovery

Evidence

Timing

Structure

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# PILLAR 1 - EVIDENCE

- Cargo in sound condition at origin.
- Cargo damaged at destination.
- Damage happened in carrier's custody.

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# 6 DOCUMENTS THAT WIN CASES

1. Container Inspection Report

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# 6 DOCUMENTS THAT WIN CASES

1. Container Inspection Report
2. Pre-Loading Condition Photos

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# 6 DOCUMENTS THAT WIN CASES

1. Container Inspection Report
2. Pre-Loading Condition Photos
3. Clean Bill of Lading & Commercial Documents

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# 6 DOCUMENTS THAT WIN CASES

1. Container Inspection Report
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4. Timely Protest Letter

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5. Damage Survey with Causation

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# 6 DOCUMENTS THAT WIN CASES

1. Container Inspection Report
2. Pre-Loading Condition Photos
3. Clean Bill of Lading & Commercial Documents
4. Timely Protest Letter
5. Damage Survey with Causation
6. Salvage Invoice or Destruction Certificate.

**Miss one → recovery drops.**

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# PILLAR 2 - TIMING

- Notice of loss + invitation to join survey (within 3 days from delivery).
- Cargo and containers are inspected immediately after delivery.
- 1-year time bar (COGSA).

**80% of claims fail because of missed time bar.**

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# PILLAR 3 - STRUCTURE

Commercial ≠ Claims

Insurance ≠ Carrier liability

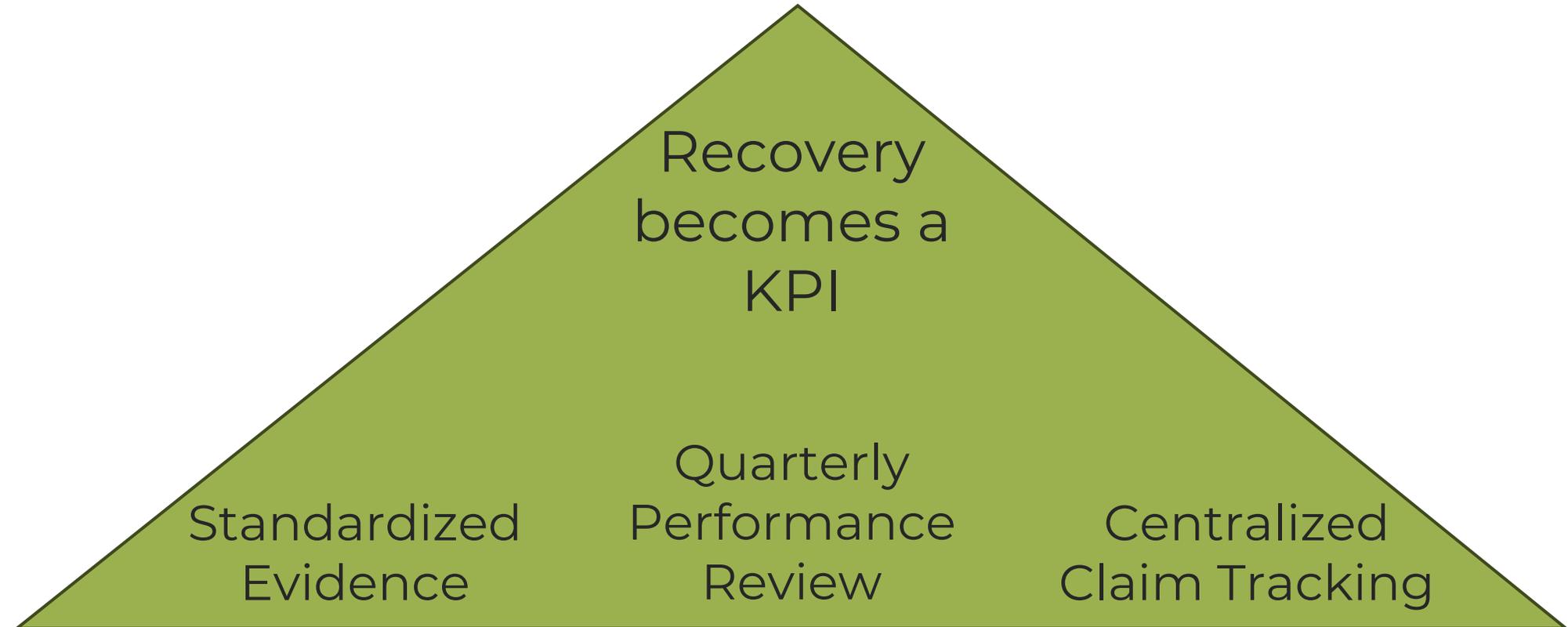
Data ≠ Email threads

**Ownership must be defined.**

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# THE CLAIMS-READY OPERATING MODEL



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# 30-DAY IMPLEMENTATION PLAN

**Week 1:** Audit recovery rate

**Week 2:** Standardize templates

**Week 3–4:** Launch performance review

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Are you absorbing losses — or enforcing  
accountability?

# Recoupex

**Built for coffee traders.**

Experts in coffee cargo claims.

Millions recovered globally.

Carrier-facing legal enforcement.

No win - no pay.



# WHAT INDUSTRY LEADERS SAY



**Richard Curylo**  · 7:59 AM

"For U.S. coffee traders, recovering losses from carriers isn't just about compensation — it's about maintaining supply chain discipline and financial resilience. Having specialized partners like Recoupex helps traders navigate claims efficiently and focus on their core business, especially during increasingly volatile times."

**THANK YOU!**

**Recouplex**

**We recover coffee cargo claims.**



 +41 76 682 8203

 lina@recouplex.com

 recouplex.com

