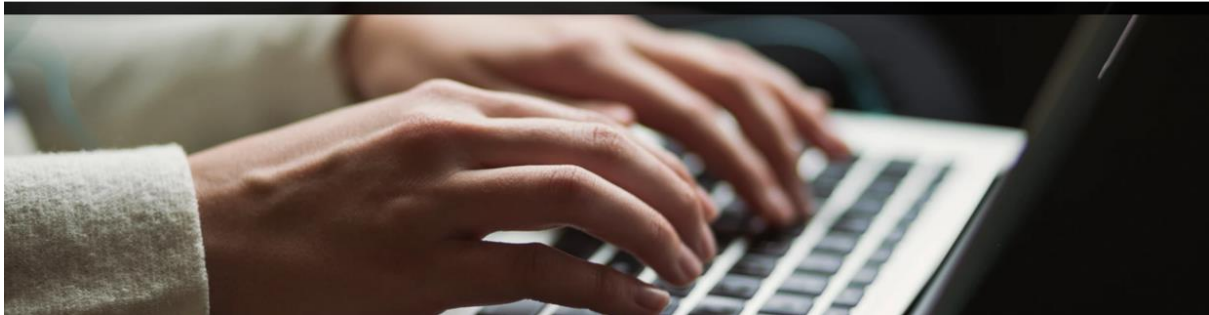**FREIGHTGUARD**

We work hard, when shift happens

USER MANUAL FREIGHTGUARD ONLINE CLAIMS CAPTURE

FREIGHTGUARD

Overview

The FreightGuard Claims Capture Training manual has been developed in collaboration with Salesforce to create a user-friendly guide for the capturing of claims on the FreightGuard online Claim Capture Facility.

Instructions

By following the outlined process, a Claimant will be able to log a claim and upload all relevant documents in record time.

## Contents

Training Manual
Logging a Claim

In order to log a claim, the Claimant must find the FreightGuard link which will be on your carrier's website. By clicking on the link, you will be directed to the Claims Wizard which will assist you in logging the claim.

A prerequisite to logging a claim is that the Claimant must capture a Waybill/Consignment Note and Cost Price Invoice as these are the minimum documents required to log a claim.
In the event that the claim is for damage or short delivery, photos of the damages or proof of short delivery must be uploaded at the end of the claim capture. The Wizard will prompt the Claimant to upload these documents once the main claim details have been captured.
The Waybill/Consignment Note number is the first item to be captured as per the screen shot below.

Step 1: Capture the Claim
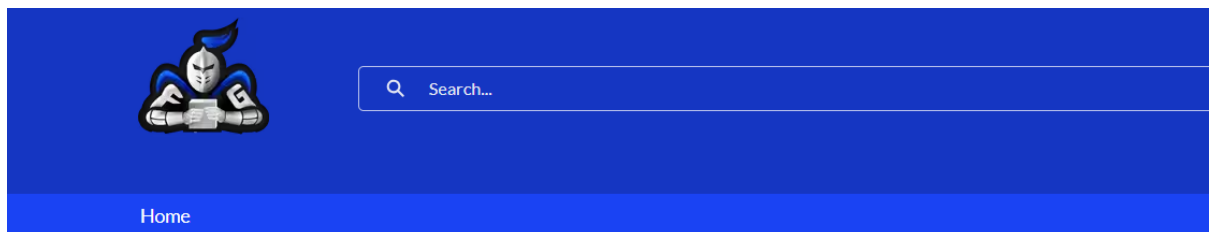
FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Claimant Claim Submission With Documents Wizard

Please capture the details of your claim. The wizard will guide you through the screens.
For the claim submission to be successful, please upload the supporting claim documents.
- Waybill / POD
- Valid documentary proof of the Cost price value of the goods to validate the value of the claim eg. Cost Price Invoice
- Photographic evidence in the event of damage claim or a claim for short delivery

Carrier: **TEST CARRIER**

*Waybill/Consignment Number

NIK46358

Next

Step 2: Enter a Waybill Number

In order to begin the claims process, a valid waybill number must be entered.

The Wizard will now prompt the Claimant to click the "next" button to move onto the consignment details.

Step 3: Enter Consignment Details

Wizard Help Prompts

The Wizard will now prompt you to capture the claim details.

As you progress through the fields, the Wizard includes 'help prompts' which when clicked on, will provide greater detail on the information required.

The Claimant is the organisation submitting the claim. Where the claimant is not a company or business but rather a private individual, this field can optionally be left BLANK.

Step 4.1: Enter Claimant Company Details

Claimant Details

The name of the organisation that is submitting the claim

Claimant Company Name ⓘ

Step 4.2: Enter Claimant First Name

Claimant Details

Claimant Company N

The first name of the Person submitting the claim. If the claimant is an organisation this is the first name of the contact person at the organisation.

* Claimant First Name ⓘ

Step 4.3: Enter Claimant Last Name

Claimant Company Name ⓘ

The last name (surname) of the Person submitting the claim. If the claimant is an organisation this is the last name (surname) of the contact person at the organisation.

* Claimant First Nan

* Claimant Last Name ⓘ

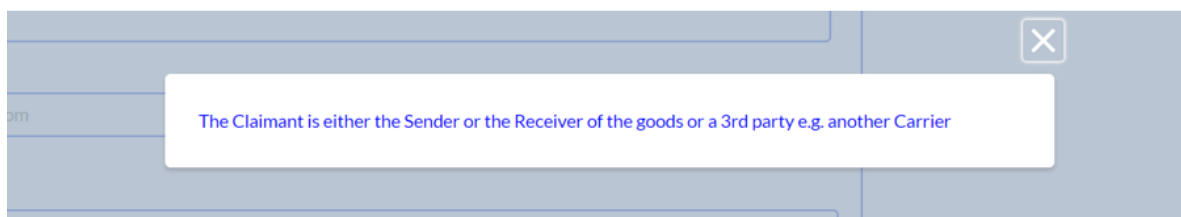**Step 4.4: Enter Claimant Role (Sender, Receiver, or 3ʳᵈ party)**

* Claimant Role ⓘ

Sender ▾

⊠

The Claimant is either the Sender or the Receiver of the goods or a 3rd party e.g. another Carrier

The role of the Claimant must be selected. The Claimant could be the Sender, Receiver or 3rd Party such as another carrier. In this example we have nominated the Claimant to be the sender of the goods.

Step 4.5: Enter Claimant Details

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Claimant Claim Submission With Documents Wizard

Please capture the details of your claim. The wizard will guide you through the screens.
For the claim submission to be successful, please upload the supporting claim documents.
- Waybill / POD
- Valid documentary proof of the Cost price value of the goods to validate the value of the claim eg. Cost Price Invoice
- Photographic evidence in the event of damage claim or a claim for short delivery

Claimant Company Name ℹ	Claimant Reference ℹ
Nike Shoe Stores	NIK#4532

*Claimant First Name ℹ	*E-mail
Jack	jacks@nike.com

*Claimant Last Name ℹ	*Phone
Sparrow	021 987 4562

*Claimant Role ℹ	
Sender	

Next

Once you have completed the Claimant Details fields, then the system will prompt you with a "next" button.

The next field to be captured will be the Sender and Receiver details.

Step 4.6: Enter Sender and Receiver Address

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Please capture the Sender Address & Receiver Details And Address

Sender Details: Company Name: Nike Shoe Stores; Contact Name: Jack Sparrow

Sender Address	Receiver Address
*City	*City
Cape Town	Durban
	Receiver Company Name
	Total Sports Umhlanga
	Receiver Contact Name
	First Name
	Michael
	Last Name
	Moore

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Please note the system will require you to capture the city for both Sender and Receiver as well as the Receiver Name and Surname.

Because we have nominated the Claimant previously as the "Sender", the Claimant Organisation and Contact Name will be in the headline of the Sender/Receiver page as per above.

Sender Details: Company Name: Nike Shoe Store; Contact Name: Jack Sparrow

The Claimant must complete the City fields for both Sender and Receiver.

The Wizard will now prompt the Claimant to click the "next" button to move onto the consignment details.

Claim Details

Consignment Waybill Number: **ABC1234**

*Claim Type ⓘ

| Short Delivery | ▲▼ |

Please note this value must be formatted by using the Decimal point as the decimal separator.

*Claim Value ⓘ

| 4,500.00 |

*Date of Waybill

| 4 Sept 2023 | 🗓 |

*Date/Time Goods Delivered

| 6 Sept 2023 | 🗓 | | 14:26 | 🕐 |

*Description of Goods

| 2 pairs of Nike Air Size 8 Black & Red |

*Details of Damage / Loss /Short Delivery ⓘ

| When carton was opened 2 shoe boxes were empty |

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Step 4.7: Enter Consignment Details

The Consignment Details that must be captured are the

- date of the waybill (The waybill number will automatically appear at the top of the capture page)

- a description of the goods

Step 4.8: Enter the Claim Type (Damage, Loss or Short Delivery)

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Claim Type

The claim type is used for determining how the claim is assessed.

* Claim Type

Short Delivery	▼

Damage
Loss
Short Delivery

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There are 3 claim types: Loss, Damage and Short Delivery.

Loss is simply where the entire consignment has gone missing and cannot be located. Damage is where there is evidence that the goods related to the waybill number captured, have been damaged in transit.

Short shipment is usually where there has been pilferage or where the number of cartons delivered is less than the number of cartons consigned.

For both damage and short shipment, the system will require photos to be uploaded.

Step 4.9: Enter the Number of Boxes per Delivery

INDICATING NUMBER OF BOXES PER DELIVERY

In the above picture, the label shows number of cartons to be delivered. Where there is a short shipment, there needs to be evidence that either the goods were removed from the cartons, or the number of cartons delivered is less than the number of cartons consigned. This can be shown by the numbers on the labels of multiple cartons as per above picture.

The Wizard will now direct you to the "next" button.

Step 4.10: Enter the Claim Details

Claim Details

Consignment Waybill Number: **ABC1234**

* Claim Type ⓘ

| Short Delivery | ▲ ▼ |

Please note this value must be formatted by using the Decimal point as the decimal separator.

* Claim Value ⓘ

| 4,500.00 |

* Date of Waybill

| 4 Sept 2023 | 🗓 |

* Date/Time Goods Delivered

| 6 Sept 2023 | 🗓 | | 14:26 | 🕐 |

* Description of Goods

| 2 pairs of Nike Air Size 8 Black & Red |

* Details of Damage / Loss /Short Delivery ⓘ

| When carton was opened 2 shoe boxes were empty |

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Step 4.11: Enter the Claim Value

The value of the claim will be its Cost Price value. That is the amount of the direct cost to the Claimant and does not include a profit mark up or freight and other incidental charges. The value must be captured according to the format where a decimal point is used. e.g. R105.45 is one hundred and five Rands and forty-five cents.

The Wizard will now direct you to the "next" button.

Step 4.12: Approve the Declaration of the Submission

To proceed and submit your claim, you will be required to click on the 'acknowledge' tick box.

The Wizard will now direct you to the "next" button.

You will be informed of your unique claim number which must be quoted in all communication regarding your claim.

**Documents must be uploaded to validate your claim.**

Since the example used is for a short delivery claim type, there will be a minimum of 3 types of documents that must be submitted

- the Cost Price Invoice
- the Waybill / Consignment Note or Proof of Delivery
- photos of the cartons or labels to show that there was a short delivery.

Step 4.13: Upload Invoice, Cost Price Invoice

Proof that Invoice has been uploaded
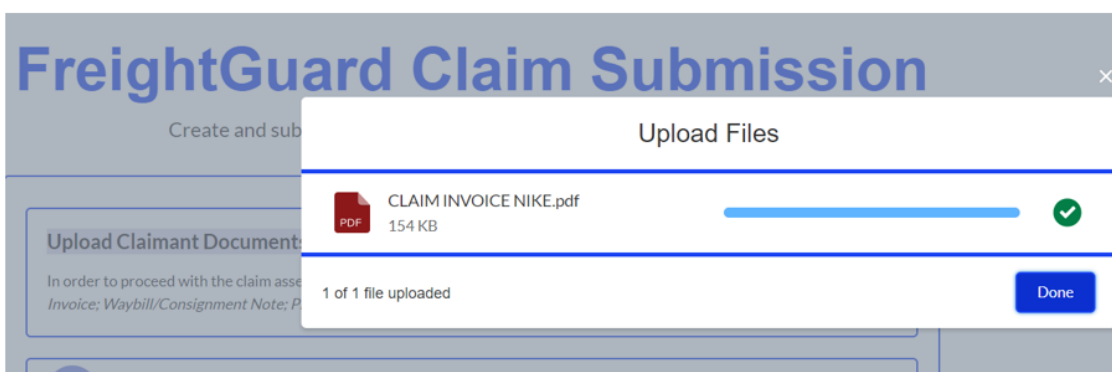
If the minimum required documents are not **all** uploaded, then the claim will not be allowed to advance.

Error Message Example

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Please upload all required documents so that the claim can be assessed.

Upload Claimant Documents for Claim RWS00001381

In order to proceed with the claim assessment all required supporting documents must be uploaded. This includes: *Cost Price Invoice; Waybill/Consignment Note; Photographic Evidence*

Cost Price Invoice

Scanned Waybill or Proof of Delivery

DTDC	Your Courier of Choice		XRX789541
For enquiries, please call 1800-222-5-777 or visit our website: www.speedpost.com.sg			

SENDER DETAILS: *NIKE SHOE STORE*	RECEIVER DETAILS: *Game Discount Store*
NAME: *Michael Jordan*	NAME: Devon Naidoo
88 Main RD Claremont Cape Town 7501	353 Marine Parade Durban KZN 4506

DESCRIPTION OF GOODS

1 X CARTON NIKE Airzoom Pegasus

2x CARTONS NIKE Airmax 270 * only 1 carton received

2x CARTONS NIKE Airforce1

Received by DTDC : 10/08/2020

Received in Good order and Condition

Date: 17/08/2020   Time:16:42

Name: Devon Naidoo

Signature:

Picture showing Pilferage

Confirmation of Successful Claim Submission

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Thank you for submitting your claim and the relevant documentation, these will be reviewed for assessment.

Your claim reference number is **RWS00001381**.

Document Upload Counts

Cost Price Invoice = 1;
Waybill Note = 1;
Photographic Evidence = 1;

Finish

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In this final step, a summary list of the documents that have been uploaded, is displayed.

This concludes the claim submission process

If, for some reason, you are unable to upload the documents, please email them to claims@freightguardintl.com with the claim number.