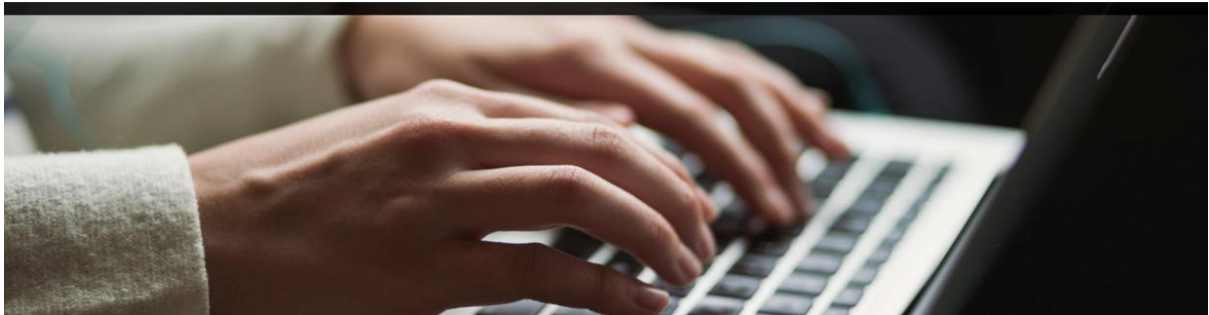**FREIGHTGUARD**

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

Step 2: Enter a Waybill Number

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
- The Cost price value of the goods
- Photographic evidence of damage

Carrier: **DTDC**

* Waybill/Consignment Number

XRX789541

Next

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

Step 3: Enter Consignment 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
- The Cost price value of the goods
- Photographic evidence of damage

Claimant Details

Claimant Company Name ⓘ

[   ]

* Claimant First Name ⓘ

[   ]

* Claimant Last Name ⓘ

[   ]

* E-mail

[you@example.com   ]

* Phone

[   ]

* Claimant Role ⓘ

[Sender   ▼]

[Next]

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 ⓘ

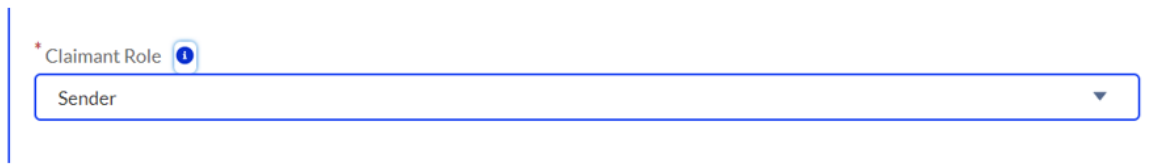### Step 4.3: Enter Claimant Last Name
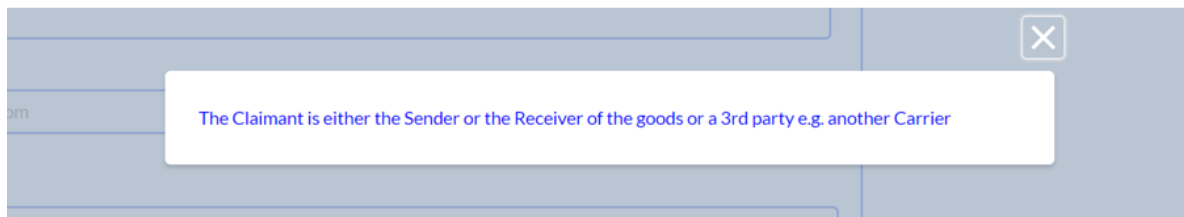
Claimant Company Name ⓘ

* Claimant First Nar

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 Last Name ⓘ

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

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

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 Senders Address

Please capture the Sender Address & Receiver Details And Address

Sender Details: Company Name: NIKE SHOE STORE; Contact Name: MICHAEL JORDAN

Sender Address
Country

South Africa

Address

88 MAIN RD

City

CLAREMONT

Zip/Postal Code

7501

State/Province

Western Cape

Please note the system will require you to capture the city and province for both Sender and Receiver

Home

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 STORE; Contact Name: MICHAEL JORDAN

Please fill in the sender's City

Sender Address
Country

South Africa

Address

City

knysna

Zip/Postal Code

State/Province

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: Michael Jordan

The Claimant must complete the address fields for both Sender and Receiver

Step 4.7: Enter Receivers Address

Receiver Company Name

GAME DISCOUNT STORE

Receiver Contact Name

First Name

DEVON

Last Name

NAIDOO

Receiver Address

Country

South Africa ▼

Address

353 MARINE PARADE

City

DURBAN

Zip/Postal Code

4056

State/Province

KwaZulu-Natal ▼

Previous   Next

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

Step 4.8: Enter Consignment Details

Consignment Details

Consignment Waybill Number: **XRX789541**

* Date of Waybill

<div style="border:1px solid red"> 📅</div>

Complete this field.

Description of Goods

<div style="border:1px solid blue; height:100px"> </div>

Select the Category of the goods described.

To see a description of the selected Goods Category, select the Category Description drop down. This will display only once a Goods Category is selected.

* Goods Category

-- none selected --	▲▼

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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

The category of the goods must be selected from the available list of categories. Choose the category that best describes the goods that are related to your claim.

To see the description of the chosen category, place your curser over the Category description and the description will be shown.

Step 4.9: Enter Consignment Description and Goods Category

The Goods category will appear as a drop-down menu.

It is imperative that the correct category is selected for the goods related to the claim.
The Wizard will now direct you to the "next" button.

Step 4.10: Enter the Claim Type (Damage, Loss or Short Delivery)

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 4.11: Enter the Number of Boxes per Delivery

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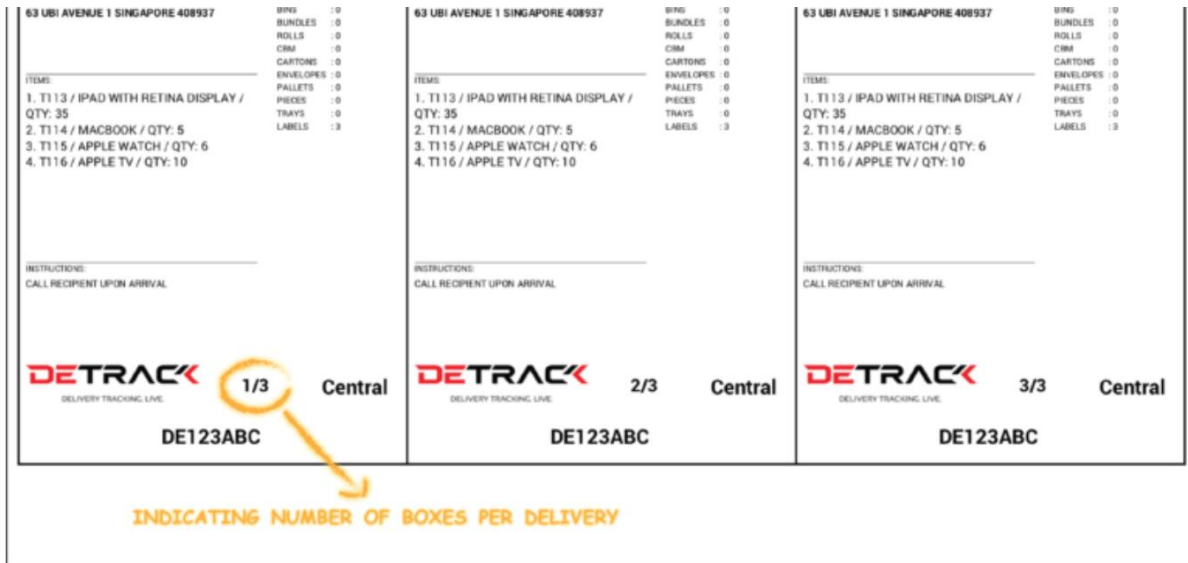
In the above picture, the label shows number of cartons to be delivered. Where there is a short shipment, there needs to be evidence that either the goods were removed from the cartons, or the number of cartons delivered, is less than the number of cartons consigned. This can be shown by the numbers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

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

Step 4.12: Enter the Claim Details

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Claim Details

* Date/Time Goods Delivered

17 Aug 2020   16:42

*Details of Damage / Loss /Short Delivery ❶

5 CARTONS CONSIGNED.4 DELIVERED

Date/Time Issue Reported To Carrier ❶

19 Aug 2020   08:45

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It is important to capture the 'date and time reported to the Carrier'

If you contacted the carrier about the issue before submitting the claim, please specify when you did this.
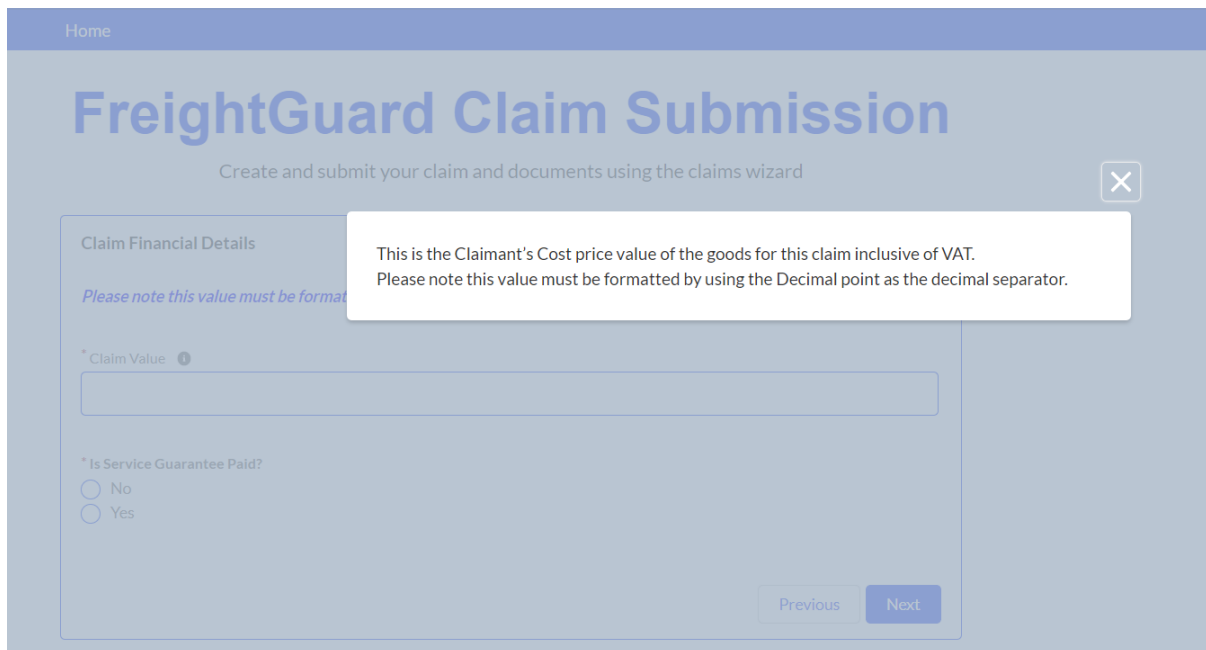
Date/Time Issue Reported To Carrier ❶

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This date provides valuable information for the assessment of your claim.

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

Step 4.13: 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 his 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.

It is important to know at this stage if the FreightGuard fee was paid to the carrier. This has implications for the assessment of your claim.

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

Step 4.14: Approve the Declaration of the Submission

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

Claimant Claim Submission With Documents Wizard   ⓘ

I ACKNOWLEDGE THAT COMPLETION OF THIS FORM IS FOR INCIDENT REPORTING PURPOSES ONLY AND THAT ANY CLAIM WILL BE ASSESSED AND APPROVED AS PER THE TERMS AND CONDITIONS.

☐ In order to submit the claim please acknowledge.

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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 4.15: Upload Invoice, Cost Price Invoice

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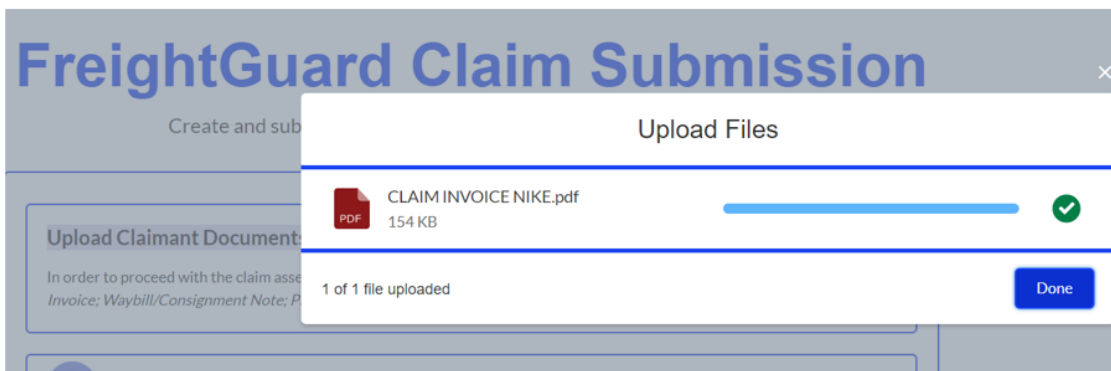
If the minimum required documents are not **all** uploaded, then the claim will not be allowed to advance

Error Message Example

SCANNED WAYBILL OR PROOF OF DELIVERY

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

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

This concludes the Claim submission process.