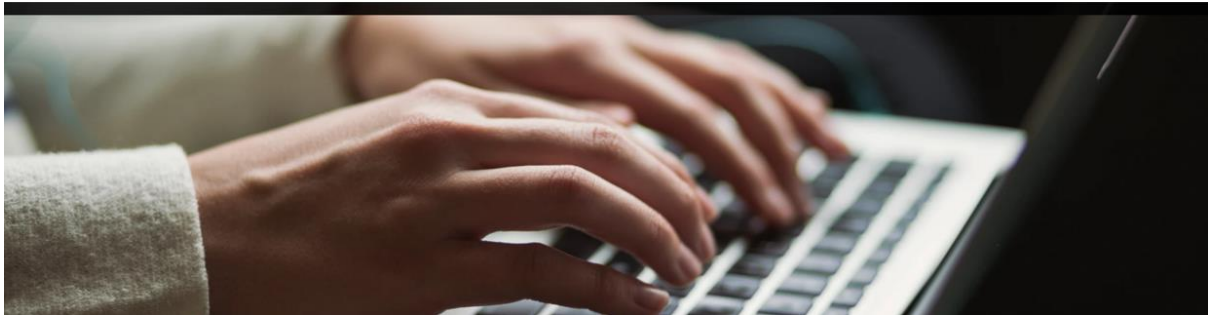




We work hard, when shift happens



## USER MANUAL FREIGHTGUARD ONLINE CLAIMS CAPTURE



# 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.

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# Training Manual

## Logging a Claim

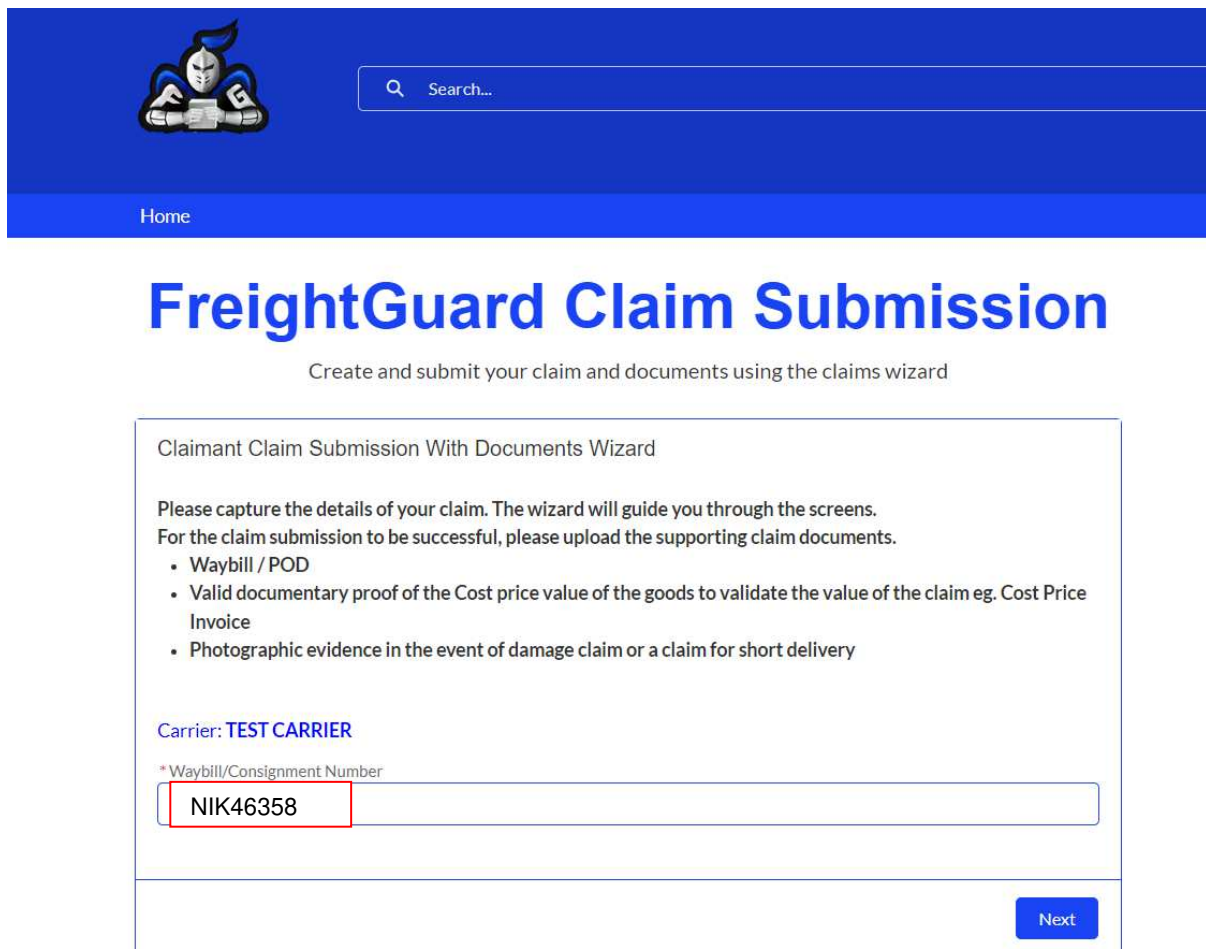
In order to log a claim, the Claimant must find the FreightGuard link which will be on your carrier's website. By clicking on the link, you will be directed to the Claims Wizard which will assist you in logging the claim.

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



The screenshot shows the 'FreightGuard Claim Submission' wizard. At the top, there is a blue header with a logo on the left and a search bar on the right. Below the header, the title 'FreightGuard Claim Submission' is displayed in large blue font, followed by the subtitle 'Create and submit your claim and documents using the claims wizard'. The main content area is titled 'Claimant Claim Submission With Documents Wizard' and contains instructions: '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.' A bulleted list of required documents follows: 'Waybill / POD', 'Valid documentary proof of the Cost price value of the goods to validate the value of the claim eg. Cost Price Invoice', and 'Photographic evidence in the event of damage claim or a claim for short delivery'. Below this, the carrier is listed as 'TEST CARRIER'. A text input field for the 'Waybill/Consignment Number' is shown with the value 'NIK46358' entered. A 'Next' button is located at the bottom right of the form.

Home

## 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

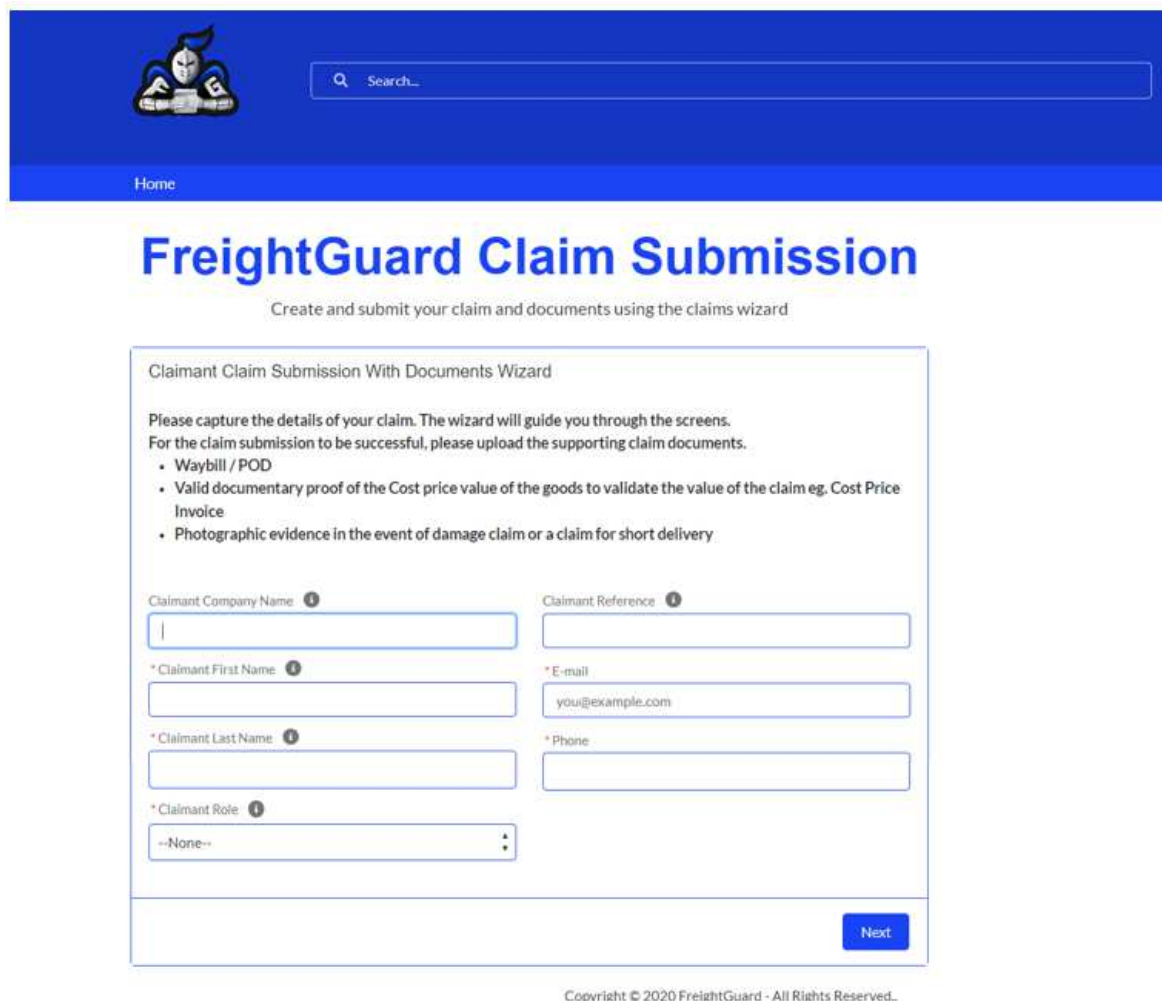
Next

## 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



The screenshot shows the 'FreightGuard Claim Submission' wizard. At the top is a blue header with a logo on the left and a search bar on the right. Below the header, the title 'FreightGuard Claim Submission' is displayed in large blue font, followed by the subtitle 'Create and submit your claim and documents using the claims wizard'. The main content area is titled 'Claimant Claim Submission With Documents Wizard' and contains instructions: '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.' Below the instructions is a bulleted list of required 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', and 'Photographic evidence in the event of damage claim or a claim for short delivery'. The form fields are arranged in two columns. The left column includes 'Claimant Company Name', '\* Claimant First Name', '\* Claimant Last Name', and '\* Claimant Role' (a dropdown menu currently showing '--None--'). The right column includes 'Claimant Reference', '\* E-mail' (pre-filled with 'you@example.com'), and '\* Phone'. A blue 'Next' button is located at the bottom right of the form. At the very bottom of the page, a small copyright notice reads 'Copyright © 2020 FreightGuard - All Rights Reserved.'

## 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

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 Company Name

\* Claimant First Name ⓘ

### Step 4.3: Enter Claimant Last Name

Claimant Company Name ⓘ

\* Claimant First 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 Last Name ⓘ

### Step 4.4: Enter Claimant Role (Sender, Receiver, or 3<sup>rd</sup> party)

\* Claimant Role ⓘ

Sender ▼



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 ⓘ	Claimant Reference ⓘ
<input type="text" value="Nike Shoe Stores"/>	<input type="text" value="NIK#4532"/>
* Claimant First Name ⓘ	* E-mail
<input type="text" value="Jack"/>	<input type="text" value="jacks@nike.com"/>
* Claimant Last Name ⓘ	* Phone
<input type="text" value="Sparrow"/>	<input type="text" value="021 987 4562"/>
* Claimant Role ⓘ	
<input type="text" value="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
<input type="text" value="Cape Town"/>	<input type="text" value="Durban"/>
	Receiver Company Name
	<input type="text" value="Total Sports Umhlanga"/>
	Receiver Contact Name
	First Name
	<input type="text" value="Michael"/>
	Last Name
	<input type="text" value="Moore"/>

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

Previous

Next

### 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

Previous

Next

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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

<b>63 UBI AVENUE 1 SINGAPORE 408937</b> ITEMS: 1. T113 / IPAD WITH RETINA DISPLAY / QTY: 35 2. T114 / MACBOOK / QTY: 5 3. T115 / APPLE WATCH / QTY: 6 4. T116 / APPLE TV / QTY: 10 INSTRUCTIONS: CALL RECIPIENT UPON ARRIVAL <b>DETRACK</b> DELIVERY TRACKING LINE <b>DE123ABC</b>	BINS :0 BUNDLES :0 ROLLS :0 CMA :0 CARTONS :0 ENVELOPES :0 PALLETS :0 PIECES :0 TRAYS :0 LABELS :3 1/3 Central	<b>63 UBI AVENUE 1 SINGAPORE 408937</b> ITEMS: 1. T113 / IPAD WITH RETINA DISPLAY / QTY: 35 2. T114 / MACBOOK / QTY: 5 3. T115 / APPLE WATCH / QTY: 6 4. T116 / APPLE TV / QTY: 10 INSTRUCTIONS: CALL RECIPIENT UPON ARRIVAL <b>DETRACK</b> DELIVERY TRACKING LINE <b>DE123ABC</b>	BINS :0 BUNDLES :0 ROLLS :0 CMA :0 CARTONS :0 ENVELOPES :0 PALLETS :0 PIECES :0 TRAYS :0 LABELS :3 2/3 Central	<b>63 UBI AVENUE 1 SINGAPORE 408937</b> ITEMS: 1. T113 / IPAD WITH RETINA DISPLAY / QTY: 35 2. T114 / MACBOOK / QTY: 5 3. T115 / APPLE WATCH / QTY: 6 4. T116 / APPLE TV / QTY: 10 INSTRUCTIONS: CALL RECIPIENT UPON ARRIVAL <b>DETRACK</b> DELIVERY TRACKING LINE <b>DE123ABC</b>	BINS :0 BUNDLES :0 ROLLS :0 CMA :0 CARTONS :0 ENVELOPES :0 PALLETS :0 PIECES :0 TRAYS :0 LABELS :3 3/3 Central
--	--	--	--	--	--

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

Previous

Next

## Step 4.11: Enter the Claim Value

The screenshot shows the 'FreightGuard Claim Submission' wizard. The title bar says 'Home'. The main heading is 'FreightGuard Claim Submission' with the subtitle 'Create and submit your claim and documents using the claims wizard'. A close button (X) is in the top right. The form is titled 'Claim Financial Details' and includes a note: 'Please note this value must be formatted by using the Decimal point as the decimal separator.' Below this is a text input field for '\* Claim Value' with a help icon. Underneath are radio buttons for '\* Is Service Guarantee Paid?' with options 'No' and 'Yes'. At the bottom right are 'Previous' and 'Next' buttons. A tooltip is displayed over the 'Claim Value' field, stating: 'This is the Claimant's Cost price value of the goods for this claim inclusive of VAT. Please note this value must be formatted by using the Decimal point as the decimal separator.'

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

The screenshot shows the 'FreightGuard Claim Submission' wizard. The title bar says 'Home'. The main heading is 'FreightGuard Claim Submission' with the subtitle 'Create and submit your claim and documents using the claims wizard'. A close button (X) is in the top right. The form is titled 'Claimant Claim Submission With Documents Wizard' and includes a help icon. Below the title is a declaration: '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.' Below the declaration is a checkbox with the text 'In order to submit the claim please acknowledge.' At the bottom right are 'Previous' and 'Next' buttons. Below the form, the copyright notice 'Copyright © 2020 FreightGuard - All Rights Reserved..' is visible.

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.

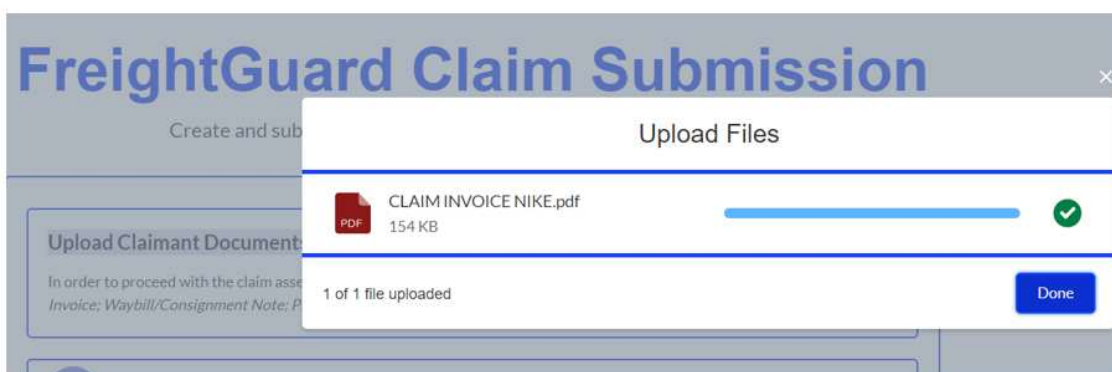
Since the example used is for a short delivery claim type, there will be a minimum of 3 types of documents that must be submitted

- 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

 <b>Your Courier of Choice</b> <span style="float: right;"><b>XRX789541</b></span>	
For enquiries, please call 1800-122-5777 or visit our website: <a href="http://www.speedpost.com.sg">www.speedpost.com.sg</a>	
<b>SENDER DETAILS: NIKE SHOE STORE</b>	<b>RECEIVER DETAILS: Game Discount Store</b>
<b>NAME:</b> Michael Jordan	<b>NAME:</b> Devon Naidoo
88 Main RD Claremont Cape Town 7501	353 Marine Parade Durban KZN 4506
<b>DESCRIPTION OF GOODS</b>	
1 X CARTON NIKE Airzoom Pegasus 2x CARTONS NIKE Airmax 270 2x CARTONS NIKE Airforce1	
Received by DTDC : 10/08/2020	
<div>Received in Good order and Condition</div> <div>Date: 17/08/2020 Time: 16:42</div> <div>Name: <u>Devon Naidoo</u></div> <div>Signature: <u>[Signature]</u></div>	

*\* only 1 carton received*



**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](mailto:claims@freightguardintl.com) with the claim number.