1. To start the claim filing process, select one of the three options on the drop down to search by either the Load Number, Pro Number, or BOL Number.

3G Import Service ✕

Search Type:	Load Num ⌄
Search value#:	
Destination Zip Code:	

Import Close

2. Enter the information and the consignee's zip code, then click import.

3G Import Service ✕

Search Type:	Load Num ⌄
Search value#:	⬅
Destination Zip Code:	⬅

Import Close

3. The Claim Form should populate for you to fill out once the correct information is entered.

4. Select the **Claim Type** and fill out the remainder of the requested information fields.

📄 Freight Bill (PRO) Document		**Ship/BOL Date:** ➡	01/01/0001 📅
📄 Claim Type:	⌄ ⬅	**Delivery Date:** ➡	01/01/0001 📅
Name of the company filing this claim:	⬅	**Currency:**	USD ⌄
Carrier's name and address:	⬅		
Claimant's Claim #: ⓘ	⬅		

5. Click "Add Contact" under **Claim Contacts**. Enter your contact information and note: Claims will send initial correspondence to only whoever is listed in this contact section.

Claim Contacts:(Please ensure to add your contact information and note:
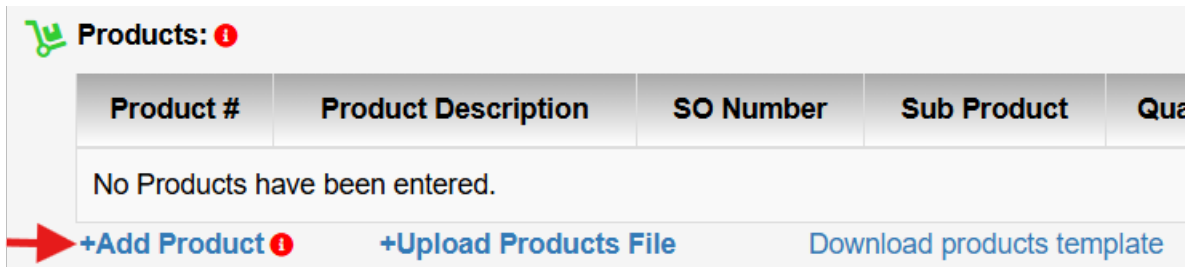
Name	Title
No Contacts have been entered.	

+Add Contact ⬅

6. Click "Edit" under **Addresses** and enter the Claimant's information.
    -The Claimant is the individual filing the claim that is to be paid and should be connected to the company either listed as the shipper or consignee.
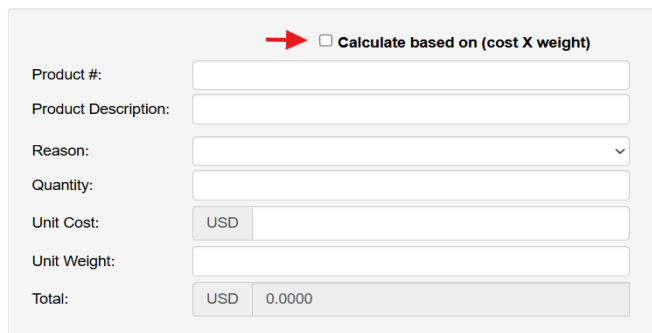

7. Click "Add Product" under **Products** and enter all products that are being claimed. Repeat steps for **Additional Costs**.

8. The **Product Details** window will open, and this is where you will enter in all of the information for each product you are claiming. There is a box you can check to **calculate the cost by weight**.

    a.

b. After you enter the information you can click **Save** to close this window or click **Save and Add New** to enter more items.

9. Next you will need to upload the documents for your claim. **Compressing the files may be necessary to upload them because of the max KBs per File/Claim.** Please make sure to upload the **REQUIRED DOCUMENTS.**

a. Click **Add Document** to start uploading your files from your computer. There is a dropdown to select your document type.

b. Another way to upload your files is by dragging and dropping them into the box in the **Documents** area. You may drop multiple files at one time.

10. Once you are done uploading all of your documents, you will need to enter a summary of your claim in the **Summary of Claim** field. This is where you will want to provide any details you can about the situation surrounding your claim.

11. Below the **Summary of Claim** field, there is a section titled **Location of Shipment.** This is where you may enter in the location of the product you are claiming in the event it needs to be picked up.

12. Next, click **Review and Submit Claim** on the bottom righthand side of the claim form. This button is next to our **Contact Info:**.

13. After you click **Review and Submit,** you will be taken to the **Review Page** where you can review your claim to make any changes if necessary.
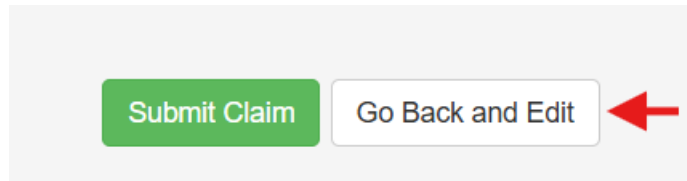

4

a. If changes need to be made, scroll to the bottom righthand side of the page and click **Go Back and Edit.**

b. If no changes need to be made, click **Submit Claim.**
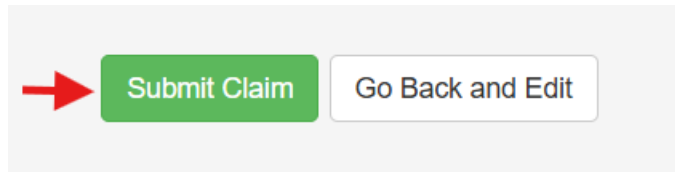
14. Once your claim is submitted, you will receive an email with information regarding your claim to the email listed on the claim form. If you filled out the **Claimant's Claim #** field, a new status link will be emailed to you reflecting that number.