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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

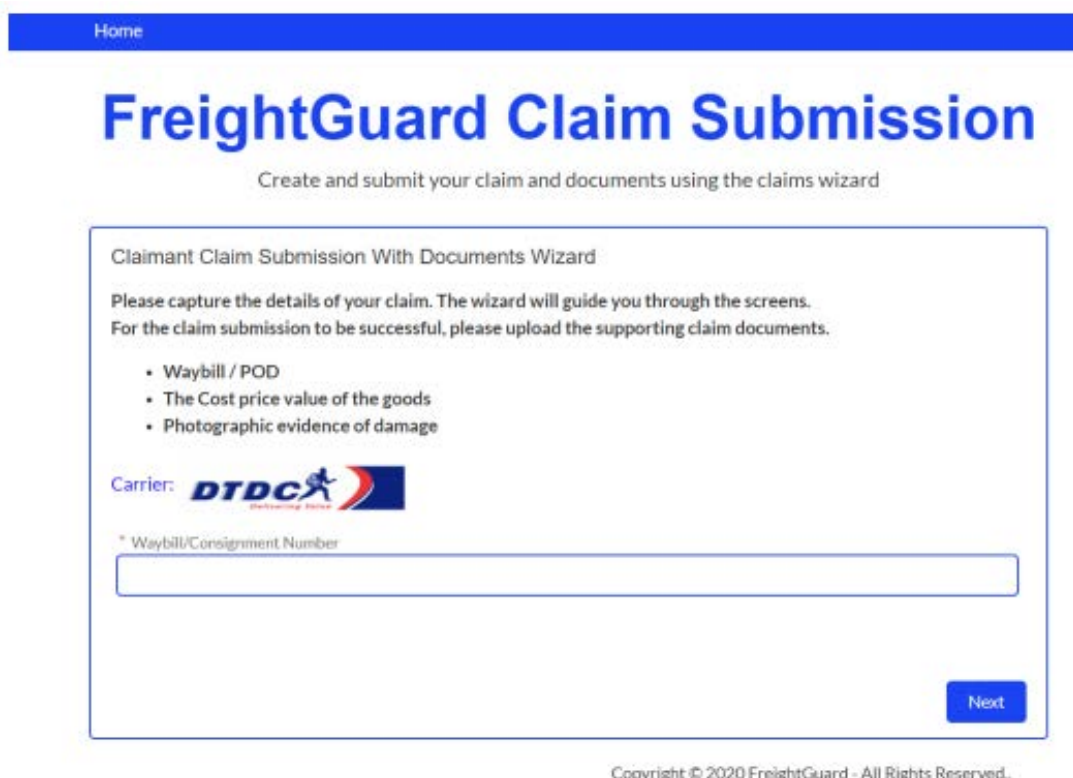
In order to log a claim, the Claimant must find the FreightGuard link which will be on your carrier's website. By clicking on the link, you will be directed to the Claims Wizard, which will assist you in logging the claim.

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 a web interface for 'FreightGuard Claim Submission'. At the top, there is a blue navigation bar with the word 'Home'. Below this, the main heading is 'FreightGuard Claim Submission' in large blue font, followed by the subtitle 'Create and submit your claim and documents using the claims wizard'. The central content area is titled 'Claimant Claim Submission With Documents Wizard'. It 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', 'The Cost price value of the goods', and 'Photographic evidence of damage'. The 'Carrier' is listed as 'DTDC' with its logo. A text input field is labeled '* Waybill/Consignment Number'. A blue 'Next' button is located at the bottom right of the form area. At the very bottom of the page, there is a copyright notice: 'Copyright © 2020 FreightGuard - All Rights Reserved.'

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: 

* Waybill/Consignment Number

Next

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

Step 3: Enter Consignment Details

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

Claimant Details

Claimant Company Name ⓘ

* Claimant First Name ⓘ

* Claimant Last Name ⓘ

* E-mail

* Phone

* Claimant Role ⓘ

[Next](#)

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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 Name

* Claimant First Name ⓘ

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.

Step 4.3: Enter Claimant Last Name

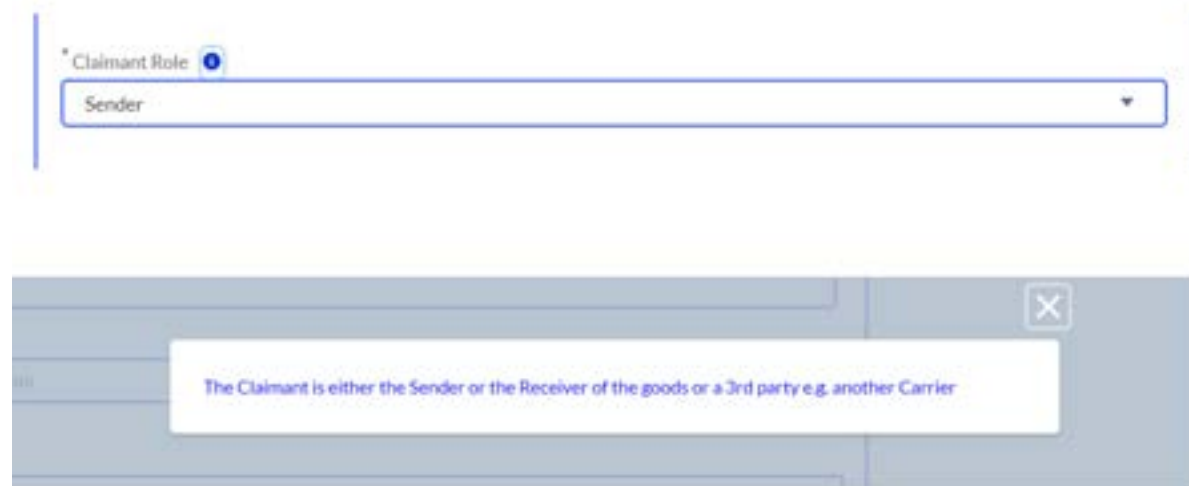
Claimant Company Name ⓘ

* Claimant First Name ⓘ

* Claimant Last 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.

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



Claimant Details

* Claimant Company Name ⓘ

NIKE SHOE STORE

* Claimant First Name ⓘ

MICHAEL

* Claimant Last Name ⓘ

JORDAN

* E-mail

MIKEY@ICE.COM

* Phone

011-450 2511

* Claimant Role ⓘ

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 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	
<input type="text" value="GAME DISCOUNT STORE"/>	
Receiver Contact Name	
First Name	<input type="text" value="DEVON"/>
Last Name	<input type="text" value="NAIDOO"/>
Receiver Address	
Country	<input type="text" value="South Africa"/>
Address	<input type="text" value="353 MARINE PARADE"/>
City	<input type="text" value="DURBAN"/>
Zip/Postal Code	State/Province
<input type="text" value="4056"/>	<input type="text" value="KwaZulu-Natal"/>
<div><input type="button" value="Previous"/> <input type="button" value="Next"/></div>	

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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

Complete this field.

Description of Goods

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 --

Previous

Next

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 cursor 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.



The screenshot shows a web form titled "Category Description". It features a drop-down menu with the text "-- none selected --" and a list of items: "Items of attire including shoes, dresses, uniforms, including protective clothing & reflective vests & boots & prescription glasses." Below the menu are two buttons: "Previous" and "Next".

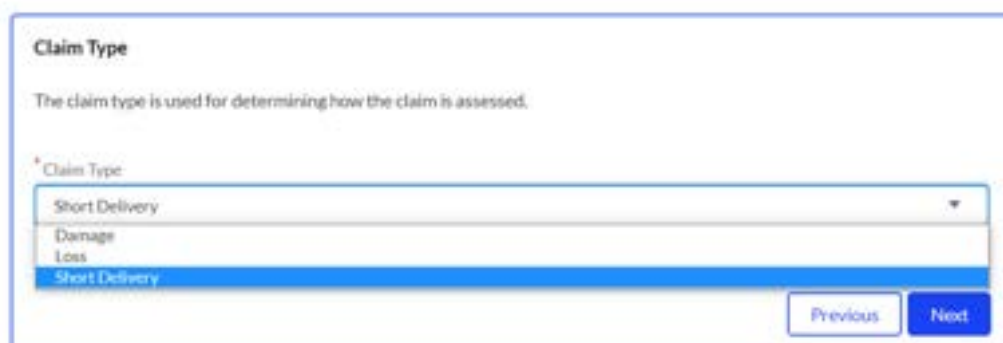
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It is imperative that the correct category is selected for the goods related to the claim. The Wizard will now direct you to the "next" button.

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

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard



The screenshot shows a web form titled "Claim Type". It includes a sub-header "The claim type is used for determining how the claim is assessed." Below this is a label "Claim Type:" followed by a drop-down menu. The menu is open, showing three options: "Short Delivery", "Damage", and "Loss". The "Short Delivery" option is highlighted. Below the menu are two buttons: "Previous" and "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 4.11: Enter the Number of Boxes per Delivery

63 UBI AVENUE 1 SINGAPORE 408607

ITEMS:

ITEM	QTY	UNIT
1. TI13 / IPAD WITH RETINA DISPLAY /	35	QTY
2. TI14 / MACBOOK / QTY: 5	5	QTY
3. TI15 / APPLE WATCH / QTY: 5	5	QTY
4. TI16 / APPLE TV / QTY: 15	15	QTY

DE123ABC

Central

1/3

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

5 CARTONS CONSIGNED 4 DELIVERED

Date/Time Issue Reported To Carrier

19 Aug 2020

08:45

Previous

Next

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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

Previous

Next

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 screenshot shows the 'FreightGuard Claim Submission' page. A modal window is open with the following text: '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 background 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' and a section for 'Is Service Guarantee Paid?' with radio buttons for 'No' and 'Yes'. At the bottom right are 'Previous' and 'Next' buttons.

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.

FreightGuard Claim Submission

Create and submit your claim and documents using the claims wizard

The screenshot shows the 'FreightGuard Claim Submission' page. 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' and a section for 'Is Service Guarantee Paid?' with radio buttons for 'No' and 'Yes'. At the bottom right are 'Previous' and 'Next' buttons.

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



The screenshot shows a web interface for 'FreightGuard Claim Submission'. The title is in large blue font. Below it, a subtitle reads 'Create and submit your claim and documents using the claims wizard'. The main content area is a white box with a blue border. Inside, it says 'Claimant Claim Submission With Documents Wizard' followed by a small information icon. Below that is a bold statement: '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.' Underneath is a checkbox with the text 'In order to submit the claim please acknowledge:'. At the bottom right of the box are two buttons: 'Previous' (light blue) and 'Next' (dark blue). Below the box, centered, is the copyright notice: 'Copyright © 2020 FreightGuard - All Rights Reserved.'

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.

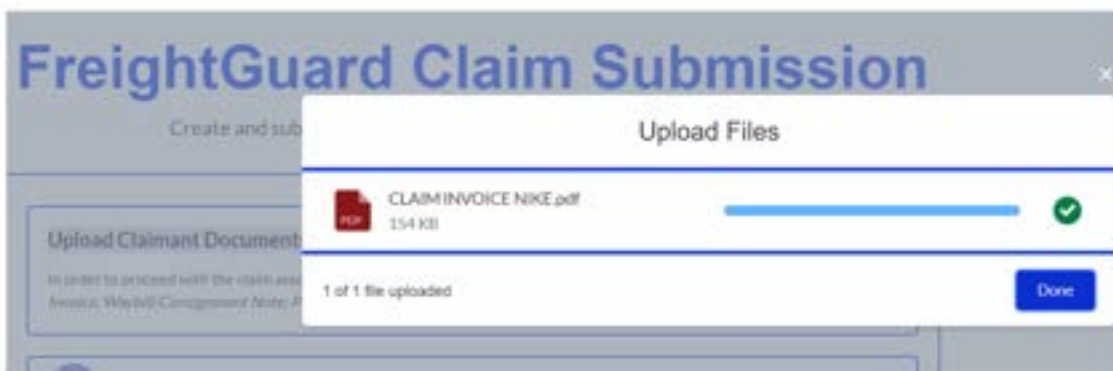
Since the example used is for a short delivery claim type, there will be a minimum of 3 types of documents that must be submitted

- 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

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

		Your Courier of Choice		XR789541	
		<small>For enquiries, please call 0800 333 1777 or visit our website www.dtdc.co.za</small>			
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 2x CARTONS NIKE Airforce1					
<i>only 1 carton received</i>					
Received by DTDC : 10/08/2020			Received in Good order and Condition		
			Date: 17/08/2020 Time: 16:42		
			Name: <i>Devon Naidoo</i>		
			Signature: <i>[Signature]</i>		

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.