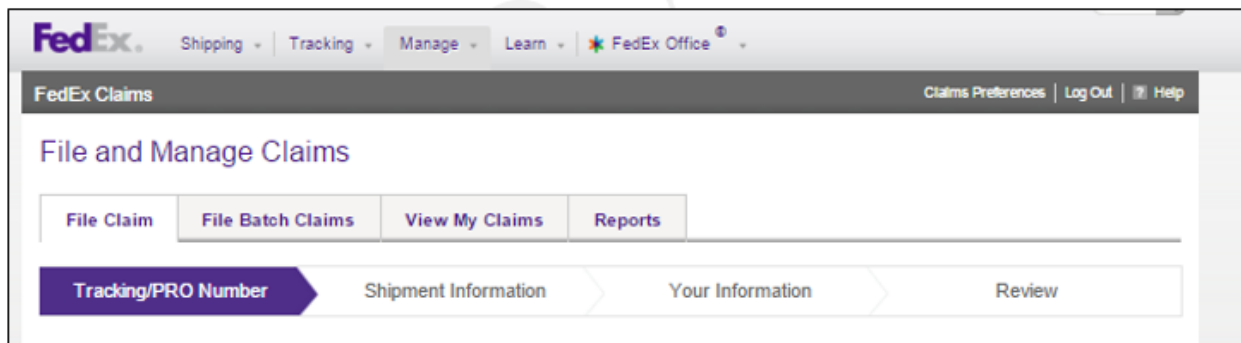


FedEx Claims

Batch Claims is loading Oct 17, however it is **ONLY** going to rollout to a beta test group.



Batch Claims will:

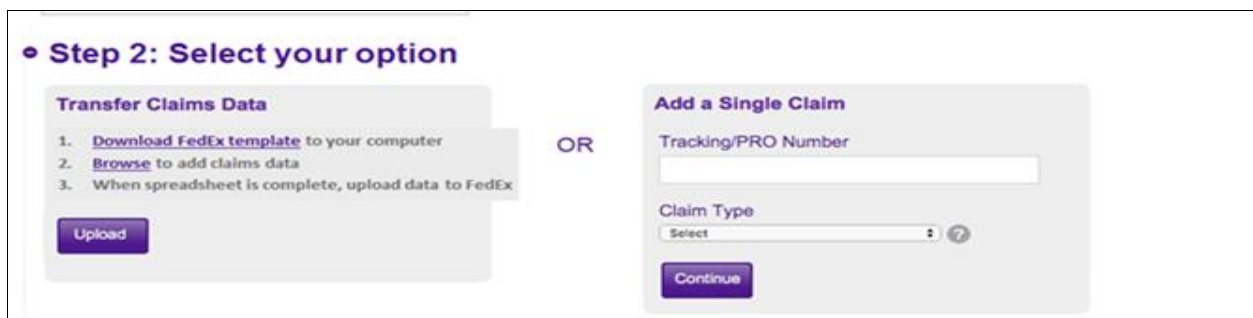
- Available for Logged in users only
- Available in the US and Canada
- Up to 200 claims can be submitted at one time

Select the “File Batch Claims” tab.

Step 1 – Verify your address

1. Confirm that the contact and address information is correct in the address section. If there is more than 1 contact saved in Step 1, the names will be presented in a dropdown. Should FedEx determine that a claim will be approved, this is where the claim check will be mailed.
2. Click on the “Edit” button if information in the address section needs to be changed/edited.

Step 2- Select your option



1. Choose to enter multiple claims using the “Transfer Claims Data” option, or use the “Add a Single Claim” option.
2. **Download** the FedEx template if entering multiple claims, and complete the information by scrolling through the Color-coded fields.
3. Complete the required purple fields, along with the yellow fields for shipments with missing contents, or damaged shipments. The gray fields are optional Complete the required purple

FedEx Claims

fields, along with the yellow fields for shipments with missing contents, or damaged shipments. The gray fields are optional.

A	B	C	D	E	F	G	H
FedExadman: View the Help Guide tab for examples of how to complete this template.							
Columns A-G are required. Column H is not required but recommended							
FedEx Tracking/PRO Number	Claim Type	Item Description	Qty	Unit Cost (\$)	Currency Type		Shipping Cost (\$)
Max. 200 claims per spreadsheet	Select Claim Type from dropdown list only.	One unique item per cell. Each additional item should be entered on the subsequent row. See Help Guide tab for examples. (Max 100 Characters)			Select Currency Type from dropdown list only.	Select Commodity from dropdown list only.	

FedEx Batch Claims Help Guide

I	J	K	L	M
Columns I, J, & L are required for "Missing Contents" or "Shipment Damaged"				
Type of Damage to Contents	Type of Damage to Outer Packaging	Other (Damage to Outer Packaging)	Packaging Materials	Other (Packaging Materials)
Select Damage to Contents from dropdown list only.	Select Damage to Outer Packaging from dropdown list only.	Only needed if "Other" was selected for Damage to Outer Packaging. (Max 66 Characters)	Select Packaging Materials from dropdown list only.	Only needed if "Other" was selected for Packaging Materials. (Max 66 Characters)

N	O	P	Q	R	S
Columns N-S are optional					
Additional Comments	Customer Reference Number	Part	Model	Manufacturer	Serial Number
(Max 295 Characters)	(Max 100 Characters)	(Max 100 Characters)	(Max 100 Characters)	(Max 100 Characters)	(Max 100 Characters)

- Click the "Upload" button when the spreadsheet is complete.

FedEx Claims

• **Step 2: Select your option**

Transfer Claims Data

1. [Download FedEx template](#) to your computer
2. [Browse](#) to add claims data
3. When spreadsheet is complete, upload data to FedEx

[Upload](#)

OR

Add a Single Claim

Tracking/PRO Number

Claim Type

Select ?

[Continue](#)

Step 4 – Review and Submit

1. Check the Status column to determine whether FedEx has identified any errors in the data. The following defines the symbols that may be seen in the Status column
2. Select the row of the claim that is to be updated based on the status. (The Single Claim form will identify applicable error and alert messages.)
3. Select **“Save”** to save the claims for later, or select **“Submit Claims.”**

NOTE: an email will be sent to the customer when successfully uploaded with a link to the “View My Claims” tab to view the details and status of a claim.

Step 3: Review and submit claims

FedEx has checked your data for errors. Review the following claims, add or edit details as needed, and select to save your claims for later or submit.

Select all	Status	Tracking/PRO Number	Claim Type	Item Description	Qty	Unit Cost (\$)	Shipping Cost (\$)	Total Claim Amount (\$)	Entry Date ▼
<input type="checkbox"/>	✖	794882760065	Shipment missing contents	Shoes	3	33.00	3.00	102.00	06-28-2016
<input type="checkbox"/>	✓	794882760054	Shipment not received	Shirt	3	34.00	3.00	105.00	06-28-2016
<input type="checkbox"/>	⚠	794882760087	Shipment damaged	Bedding	1	200.00	45.00	245.00	06-28-2016
<input type="checkbox"/>	⚠	731244834934	Shipment damaged	Laptop charger	1	50.00	15.00	75.00	06-21-2016
<input type="checkbox"/>	✓	794882760000	Shipment missing contents	Cell Phone	1	300.00	50.00	350.00	06-21-2016
<input type="checkbox"/>	✖	794882760015	Shipment not received	Paperwork	4	20.00	5.00	85.00	06-20-2016
<input type="checkbox"/>	✖	794882760010	Shipment missing contents	Clothing	20	30.00	15.00	615.00	06-20-2016

Claims 1 - 11 (11)

Last refreshed 11:24 [Refresh Table](#)

[Delete](#)
[Save](#)
[Submit Claims](#)

Further details will be included in the KB

- 17299 - Claims Online - Batch Overview
- 17300 - Claims Online - Batch Template
- 17301 - Claims Online - Batch Email Notifications