Filing a Claim with AAA Cooper

File a freight claim with AAA Cooper if a customer does not pay for an item because they didn't receive the item or the item arrived damaged.

- Go to http://www.aaacooper.com
    - Sign in
    - Type in PRO number (from the order)
    - View Images (option towards the bottom of the page)
    - Check the bottom next to the PRO number on the left of the page
    - View Selected
        - This will give you an image of all the documents for this shipment.
        - Print these document to PDF and save.

Fill out this form: S:\Accounting\Accounts Receivable\Team Folder\AAA Cooper Claim Form.pdf

- Account number: 0142955
- Ref Claimant #:   the invoice number
- *ACT Freight Bill #:   Type in PRO number (from the order)
- Company Name: Advantus Corp.
- Mailing Address: 75 Remittance Drive Suite # 3142, Chicago, IL 60675-3142
- Print Contact Name: List yourself and your information as the contact.
- Choose the box for shortage or damage
- List each item separately
    - Enter the total quantity being claimed
    - Enter the Advantus item number
    - You DO NOT have to enter a serial number
    - Enter the item description from the invoice
    - Enter NEW
    - Get the weight from Macola
        - Inventory Management
        - View
        - Multiple Level Item History
    - Multiply the amount listed as CTN25 Unit weight by the total quantity of the item on the claim to get the amount to list as weight. i.e.: if an item is listed in Macola as weighing 2.1 and you are filing a claim for QTY 6, you will list 12.6 as the weight on the line for that item.
    - The amount is the total amount for that item. I.e.: if an item cost $10 and you are filing a claim for QTY 6, you will list 60.00 as the amount on the line for that item.
    - The TOTAL claim is the total amount you are requesting to be paid
- List yourself and your information as the contact
- Print the page so you can sign and date the form.

- Go to Crystal to get the invoice and packing list:
    - P:\Crystal Reports\Accounting\Accounts Receivable\1-Invoice.rpt
    - Select Expert
    - Enter the invoice number in the OEHDRHST_SQL.inv_no tab
    - Print the invoice to PDF and save
    - P:\Crystal Reports\Accounting\Accounts Receivable\Packing Slip by order #.rpt
    - Select Expert
    - Enter the order number (the same way it's entered on the invoice) in the OEHDRHST_SQL.ord_no tab
    - Print the packing list to PDF and save
- Scan the signed form to yourself and e-mail to cargoclaims@aaacooper.com
    - E-mail the form along with the invoice, the packing list, and the image of the delivery receipt

Email Example:
To: 'CargoClaims@aaacooper.com' <CargoClaims@aaacooper.com>
Subject: Advantus Claim for PRO 898799986

Hi,

This delivery to our customer, SP Richards, was delivered damaged. The damage is listed on the delivery receipt. Please let me know if you need any further information to reimburse us the $82.74 for the damage.

- You will get a confirmation e-mail in the next 3 business days. If you don't receive an e-mail with claim number, forward the original e-mail back to the claims e-mail address and ask for an update.
- Add the claim information to the freight claim spreadsheet.

Now add info to Claims Tracking Spreadsheet S:\Accounting\Accounts Receivable\Team Folder\CLAIMS Filing in each column