

Filing a Claim with FedEx

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

- Go to www.fedex.com and sign in
- Place your mouse above Manage (tab on top of page)
- Submit Claim
- Start a Claim
- Type in PRO number (from the order)
- Select a claim type from the dropdown menu
 - Choose the claim type based on the reason the customer didn't pay for the item(s)
- File a new claim.
 - Type in PRO number (from the order)
 - Submit
- Claim no: the invoice number
- Name: Advantus Corp.
- Address: 75 Remittance Drive Suite # 3142, Chicago, IL 60675-3142
- Choose the box for loss or damage
- Enter the TOTAL claim amount
- You DO NOT have to put a comment in the shipment details box.
- List each item separately with the total quantity and the individual dollar amount.
- FedEx will calculate the total. If the individual item total doesn't match the amount listed as the total claim you will get an error message.
- List yourself and your e-mail as the contact.
- When you hit submit you will be given the claim number
- Go to Crystal to get the invoice
 - <P:\Crystal Reports\Accounting\Accounts Receivable\1-Invoice.rpt>
 - Select Expert
 - Enter the invoice number in the OEHRHST_SQL.inv_no tab
 - Print the invoice to PDF and save
 - E-mail the invoice to file.claim@fedex.com. Reference the claim number in the e-mail

Email Example

To: 'file.claim@fedex.com' <file.claim@fedex.com>

Subject: Claim 16025049

Hi,

Here is invoice 1472315, which was referenced in claim 16025049. Please let me know if you need anything further.

- You will get a confirmation e-mail in less than 24 hours, confirming FedEx received your claim and back-up information
- 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