







Creating and Managing Carrier Claims

Kuebix Claims Management allows you to keep a record of every carrier claim submitted by your company. Recording claims in Kuebix allows you to report on all of this information and determine crucial details regarding carriers and current shipping processes.

*Note: the Claims Management page will not notify carriers when a claim is entered. You will be responsible for notifying carriers of the claim and then recording any communication from the carrier in Kuebix. You can use the **Email Claim** page to email the claim document to your carrier.

1. Locate the shipment you would like to create a claim for by going to the **Manage Shipments** page. Click the **Create Claim** icon.

Status: Delivered									
<input type="checkbox"/>	Actions	BOL Number	Carrier	Origin Zip	PRO Number	Client BOL	Pickup Date	Expected Delivery Date	SO Number
<input type="checkbox"/>	>   	<input type="text" value="KBX-3107167-19"/>	<input type="text" value="Old Dominion"/>	<input type="text" value="48601"/>	<input type="text" value="428442784"/>	<input type="text" value="KBX-2649114-19"/>	<input type="text" value="2/8/2019"/>	<input type="text" value="6/5/2019"/>	<input type="text" value="sotest111"/>
<input type="checkbox"/>	>   	<input type="text" value="KBX-3094302-19"/>	<input type="text" value="Old Dominion"/>	<input type="text" value="01720"/>	<input type="text" value="64190620118"/>		<input type="text" value="6/4/2019"/>		

2. Fill in the claim details and click **Submit**.

Carrier Claims

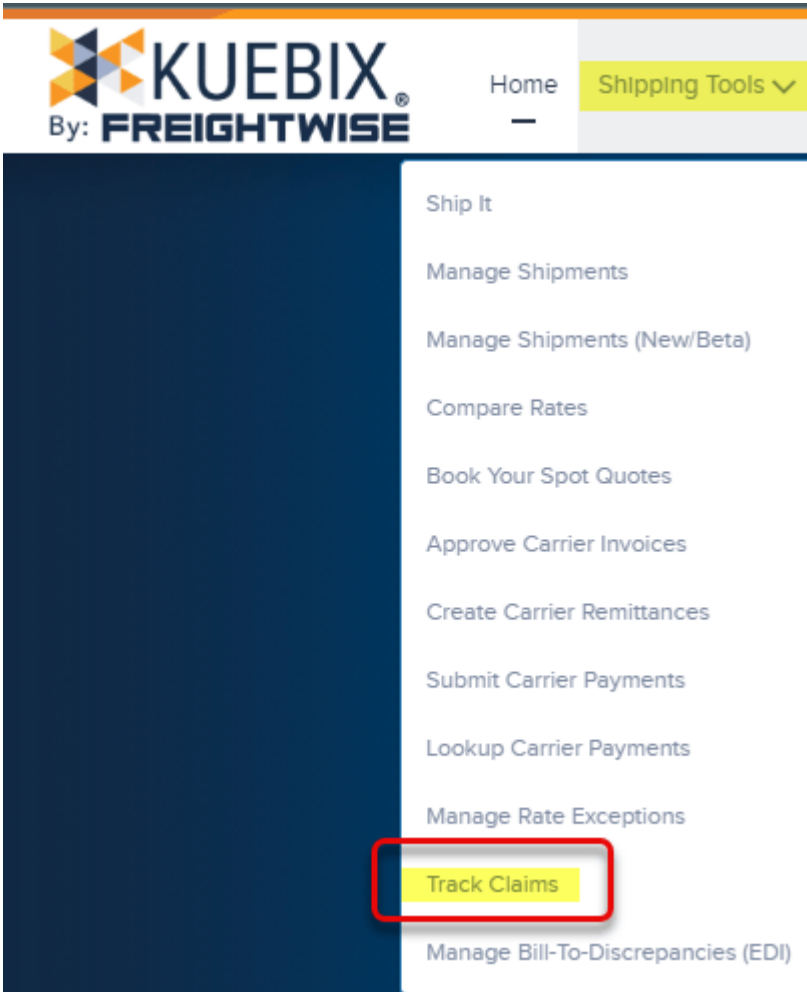


Shipment Details		Claim Details	
Shipment Reference	KBX-3107167-19	Claim Status:	New
Client	Olive's Garden	Claim Type:	Select... ▼
Account Number		Claim #:	123456
Shipment Type	TL	Filed Date:	_____ ▼
Shipment Mode	Dry Van	Claim Weight:	1,000.00
Carrier	Old Dominion	Claim Quantity:	25
Support Carrier		Po Numbers:	_____
Shipment Date	2019-02-08 00:00:00	Commodities:	_____
Carrier PRO #	428442784	Claim Amount:	_____
Shipper Name	Olive's Garden		
Shipper Postal	48601		
Consignee Name	ABC 123		

SUBMIT

CANCEL

3. To Track and Manage Claims, go to **Shipping Tools > Track Claims**. This page contains all claims submitted in Kuebix.



Home | Shipping Tools ▾

- Ship It
- Manage Shipments
- Manage Shipments (New/Beta)
- Compare Rates
- Book Your Spot Quotes
- Approve Carrier Invoices
- Create Carrier Remittances
- Submit Carrier Payments
- Lookup Carrier Payments
- Manage Rate Exceptions
- Track Claims**
- Manage Bill-To-Discrepancies (EDI)

4. To further edit a claim or add additional details, click **Quick Actions** and then click **Edit Claim**.

Claim References				Filed Date	Claim Type	Claim Number	Submitted Amount	Amount Received	Claim Weight (Affected)
Claim Number	Actions	Status	Shipment						
00078594	Quick Actions...	New	KBX-3107167-19			123456	\$0.00	\$0.00	1000
00068827	View/Edit Claim	Submitted	KBX-2357900-19	03/18/2019	Damage	1200	\$25.00	\$0.00	50
00065588	Quick Actions...	Submitted	KBX-2368863-19	02/14/2019	Damage	123456	\$452.39	\$0.00	50
00059831	Quick Actions...	New	KBX-2150684-18	12/11/2018	Damage		\$0.00	\$0.00	100
00058128	Quick Actions...	New	KBX-2046896-18		Damage		\$100.00	\$0.00	1000
00055839	Quick Actions...	New	KBX-1918279-18		Damage		\$0.00	\$0.00	0

5. You can update the claim with information you received from the carrier. You can also **Upload Pictures and Documents**, **View Claim**, or **Email Claim** to your carrier rep. Click **Save** to save all updates to the claim.

<p>Shipment Mode Dry Van</p> <p>Carrier Old Dominion</p> <p>Support Carrier</p> <p>Shipment Date 02/08/2019</p> <p>Carrier PRO # 428442784</p> <p>Shipper Name Olive's Garden</p> <p>Shipper Postal 48601</p> <p>Consignee Name ABC 123</p> <p>Consignee Postal 19365</p> <p>Shipment Weight 474.00</p> <p>Shipment QTY 1.00</p> <p>Freight Charges \$600.00</p> <p>PO Numbers</p> <p>SKU Numbers</p>	<p>Claim Weight (affected) 1,000.00</p> <p>Claim Quantity (affected) 25.00</p> <p>PO #'s (affected)</p> <p>Commodity/SKU</p> <p>Claim Amount \$</p> <p>Include Freight Charges <input type="checkbox"/></p> <p>Salvage Returned <input type="checkbox"/></p> <p>Concealed Damage/Loss <input type="checkbox"/></p> <p>Additional Comments</p>
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AR & AP Details



KUEBIX
Carrier Reconciliation

Claim Rejected

Carrier Claim Amount \$

Carrier Check # ⓘ

Carrier Paid Amount \$

Balance Due \$0.00

Paid Date 06/27/2019

