







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.

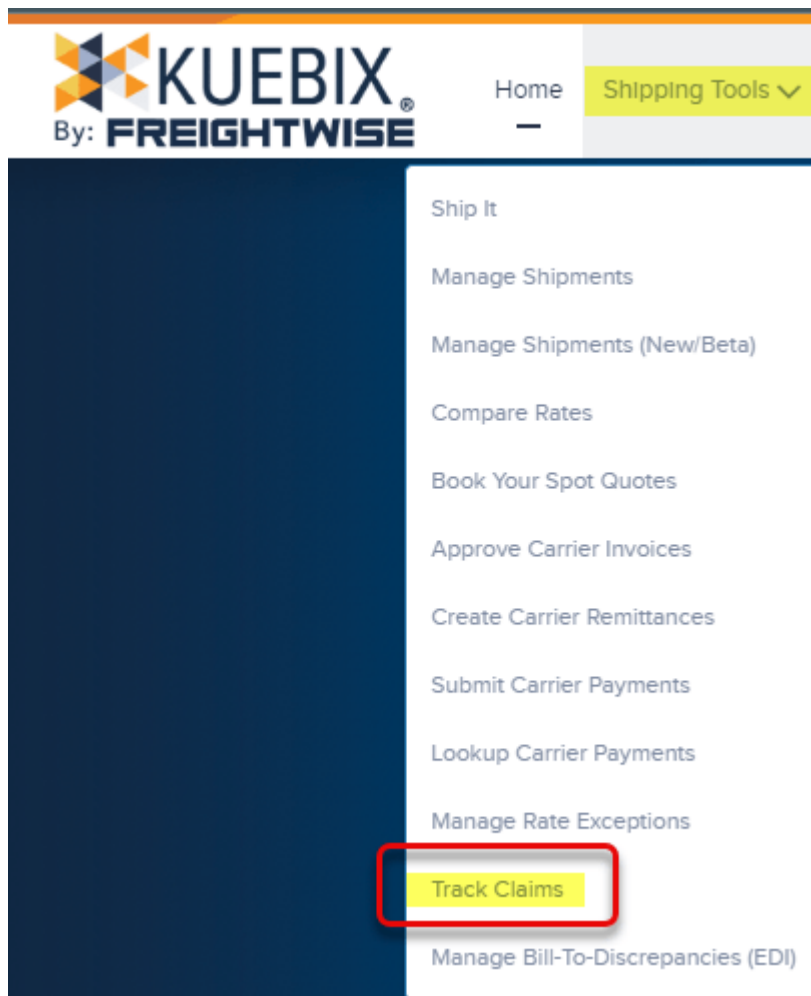
1. Locate the shipment you would like to create a claim for by going to the **Manage Shipments** page. Click the **Create Claim** icon.

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"/>	>   	KBX-3107167-19	Old Dominion	48601	428442784	KBX-2649114-19	2/8/2019		
<input type="checkbox"/>	>   	KBX-3094302-19	Old Dominion	01720	64190620118		6/4/2019	6/5/2019	sotest111

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

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		

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



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

Claim References									
Claim Number ▾	Actions	Status ⬆	Shipment ⬆	Filed Date	Claim Type ⬆	Claim Number	Submitted Amount	Amount Received	Claim Weight (Affected)
00078594	Quick Actions...	New	KBX-3107167-19			123456	\$0.00	\$0.00	1000
00068627	View/Edit Claim	Submitted	KBX-2357900-19	03/18/2019	Damage	1200	\$25.00	\$0.00	50
00065568	Quick Actions...	Submitted	KBX-2368883-19	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-2046886-18		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.

Shipment type

Shipment Mode Dry Van

Carrier Old Dominion

Support Carrier

Shipment Date 02/08/2019

Carrier PRO # 428442784

Shipper Name Olive's Garden

Shipper Postal 48601

Consignee Name ABC 123

Consignee Postal 19365

Shipment Weight 474.00

Shipment QTY 1.00

Freight Charges \$600.00

PO Numbers

SKU Numbers

Claim Weight (affected) 1,000.00

Claim Quantity (affected) 25.00

PO #'s (affected)

Commodity/SKU

Claim Amount \$

Include Freight Charges ☐

Salvage Returned ☐

Concealed Damage/Loss ☐

Additional Comments


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

Close

Upload Pictures and Documents

View Claim

Email Claim

Save