



# Cargo Claims Application User Guide

Web Applications  
AAA Cooper Transportation®

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# 1 CARGO CLAIMS APPLICATION

## 1.1 INTRODUCTION

The **Cargo Claims** Application provides the registered members of the **AAA Cooper Transportation** website the capability to submit claims online. Additionally, the **Search Claims** functionality allows customers to query all claims submitted historically and view their status. If you have any questions or need assistance with submitting a claim, please contact [customercare@aaacooper.com](mailto:customercare@aaacooper.com).

## 1.2 LAUNCH CARGO CLAIMS APP

Launch the Cargo Claims Application by clicking **Workspace** from the Home page → **Admin Tools** widget → click **Cargo Claims Menu** link.

**Note:** If **Admin** widget is not visible, then add with the **Tools** Dropdown list.

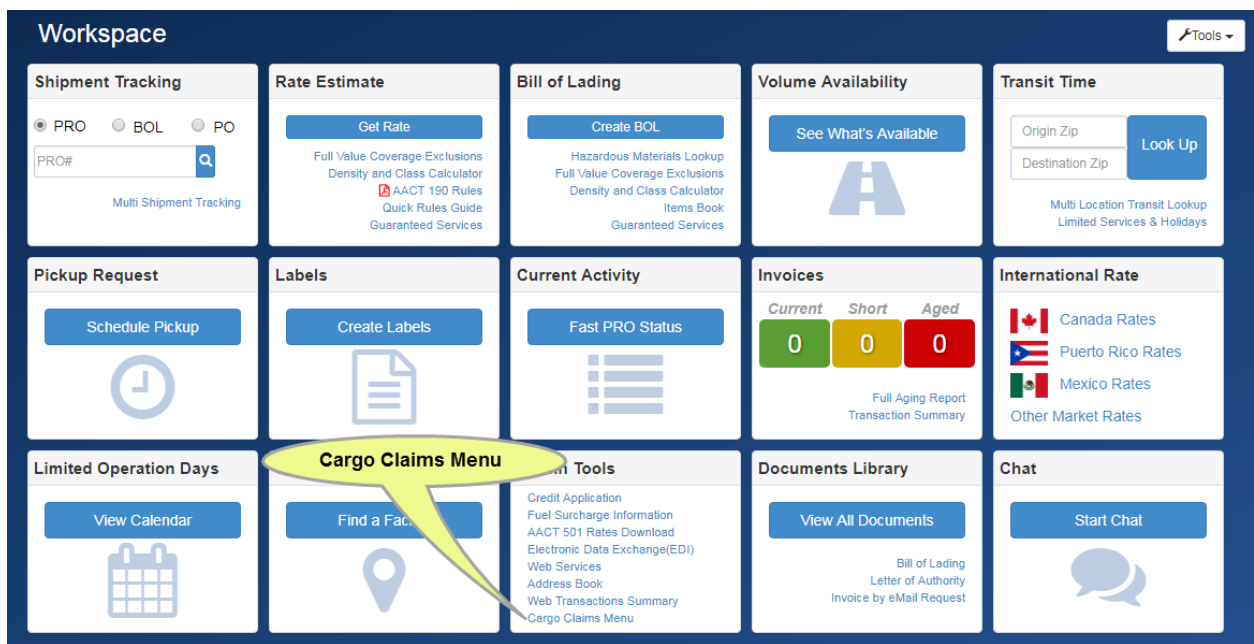


Figure 1: Workspace – Cargo Claims Menu

## 1.3 INITIATE CLAIM

The initial process to generate a **Cargo Claim** begins with gathering all supporting information and documents and having them readily available for uploading. The next step is to access the **Claims Menu** and enter the related **PRO Tracking Number** in the **Initiate Claim** section:

**Initiate Claim**  
 To begin the online loss/damage claim process, enter the affected PRO# and have your supporting information and documents ready to upload.

Enter your PRO#

**Figure 2: Claims Menu – Initiate Claim**

Invalid PRO numbers will generate an error and will not allow continuation of the process:

**Initiate Claim**  
 To begin the online loss/damage claim process, enter the affected PRO# and have your supporting information and documents ready to upload.

Enter your PRO#

ProNumber not found.

**Figure 3: Initiate Claim - Input Error**

Upon successful completion of the **Enter your PRO#** field, the **Start Claim** button will be enabled. Click the **Start Claim** button to proceed

**Initiate Claim**  
 To begin the online loss/damage claim process, enter the affected PRO# and have your supporting information and documents ready to upload.

Enter your PRO#

**Figure 4: Initiate Claim – Valid PRO# Entry**

The **Initiate Claim** page should display with some sections pre-populated with known information available from **Your Profile** and PRO Tracking data. If a claim already exists for the PRO Tracking Number you have chosen there will be an error message at the top of the screen indicating the **Claim Number** and **Status**. The **Initiate Claim** page contains the following sections:

- **Claim Details:** Enter your information in the **Claim Details** section. Choose a claim **Type** from the drop down menu, **Type** is a required selection.

**Claim Details**  
 Pro# 77193275

Claimant Ref#  Type

Type required.

- SHORTAGE
- NOTED DAMAGE
- CONCEALED DAMAGE
- WRECK
- THEFT
- CONCEALED SHORTAGE
- SERVICE FAILURE

**Figure 5: Initiate Claim - Claim Details Section**

- Claimant:** The majority of data in this section will be auto-populated based on the contact info of your current **Account Profile**. Verify your address and contact information for correctness as this is the address where all correspondence and payment will be mailed. Any updates that are necessary can occur in the **Claimant** section and **Contact Info** of **Your Profile**.

### Claimant

<b>Address</b> Company <input type="text" value="ACME Transport Company"/> Address <input type="text" value="5015 NW 79th Ave"/> Country <input type="text" value="United States"/> ▾ City, State Zip <input type="text" value="DOTHAN, AL 36301"/>	<b>Contact</b> Name <input type="text" value="George W. Willis"/> Email <input type="text" value="cargoclaims@aaacooper.com"/> P# <input type="text" value="8006337571"/> Ext. <input type="text"/> F# <input type="text" value="8556358704"/>
---	--

**Figure 6: Initiate Claim - Claimant Section**

- Shipment:** All data in this section will be auto-populated with information from the **PRO Tracking** number. Detail information displayed is dependent on whether or not the claimant is the **Shipper** or **Consignee** paying the charges.

### Shipment

<b>Shipper</b> 3c Mfg Hwy 903 N Clayton, NC 27520 USA	<b>Consignee</b> Patheon Packaging 1000 Ccc Dr Greenville, NC 27834 USA	<b>Delivery Details</b> Pickup 2016-02-02 Delivery 02/03/2016 Status Delivered Signed By Ed	<b>Shipment Details</b> Packages 3 Weight 650
---	---	---	---

**Figure 7: Initiate Claim - Shipment Section**

- Items:** This section will allow input concerning details related to the item. As many item rows as necessary can be added by simply clicking the **Add Row** button. The following fields are required:

- **Pieces**
- **Description**
- **Wt (ea)**
- **Amt (ea)**

**Errors** will display a red box around the section until resolved and will prevent the claim submission. **Weights** and **Amounts** will be auto calculated and are dependent upon one another along with **Pieces**. **Total Weight** cannot exceed **Freight Bill** weight.

### Items

Pieces	Part #	Serial #	Description	New / Used	Wt (ea)	Amt (ea)	Total Wt	Total Cst	
2	P123212	S656454	Heating Unit	New ▾	143	225.00	286	450.00	✘
<b>Totals</b>							286	450.00	

**Figure 8: Initiate Claim - Items Section**

- **Supporting Documents:** Add any documents in the **Supporting Documents** section. An **Original Vendor Invoice** is required for a claim submission. Select an image type from the **Type** dropdown menu. Click the **Choose File** button and locate the document to upload. Repeat until all specific documents have been uploaded and included.

Supporting Documents  
No Supporting Documents have been added yet.

**Upload Additional Documents** ✕

- Select a document type and upload the supporting document.
- Maximum size per document is 2MB.
- Supported upload formats: **jpg / jpeg / gif / png / tif / xls(x) / doc(x) / pdf / txt**
- **Note: An Original Vendor Invoice is required for claim approval.**

Type	Image	
INV	AACTInvoice01.TIF	
BOL	ACTBOL.TIF	
CDR	DR07.TIF	

No file chosen

**Figure 9: Initiate Claim – Supporting Documents**

- **Comments:** Add any comments, reasons, explanations, or clarifications you may have in the Comments section.

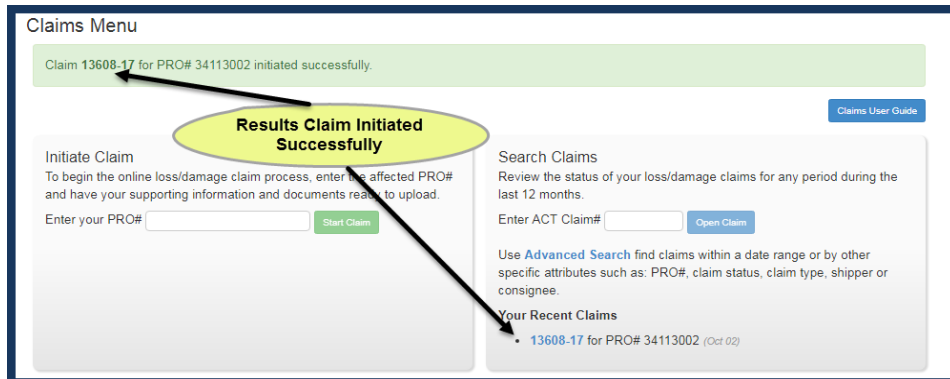
Comments

Heating Unit penetrated with forklift blades.

**Figure 10: Initiate Claim - Comments Section**

When all required fields are filled out the **Submit Claim** button at the bottom of the page will be enabled. Click **Submit Claim** to begin the generation of your claim.

If all information is correct, a PRO number will be assigned and you will be returned to the **Claims Menu** and receive a success message. You may click the Claim number link in the success message to review your claim, or use the link in the **Your Recent Claims** list in the **Search Claims** section.

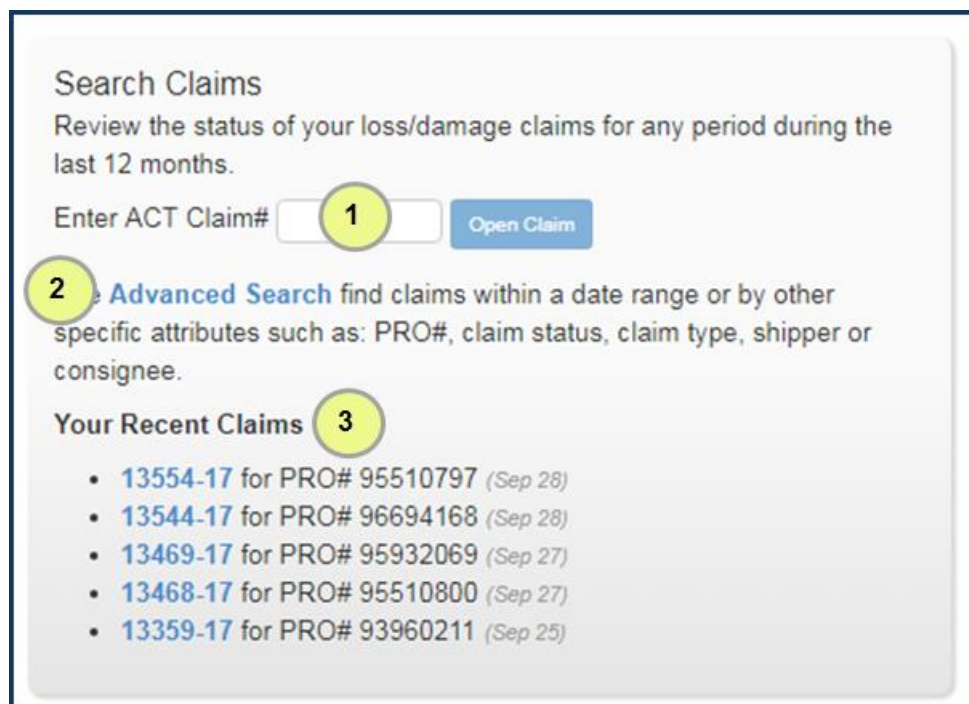


**Figure 11: Initiate Claim – Successful Results**

## 1.4 SEARCH CLAIMS

There are three methods for locating and retrieving an existing claim that has been previously submitted:

1. **Enter ACT Claim#:** Enter a claim number, including the year suffix (ex 12650-17), into the Claim number field. If the claim exists for the customer, the **Open Claim** button will be enabled. Click the **Open Claim** button to view the claim details.
2. **Advanced Search:** The **Advanced Search** link will take you to another page where you can use multiple search criteria to find matching claims. **Advanced Search** will be covered in specific detail below.
3. **Your Recent Claims:** This section will display the most recent historical claims that you have created. Click any listed claim number to view the claim details.



**Figure 12: Search Claims Section**

**Advanced Search:** Clicking the **Advanced Search** link allows access to the **Claim Search** page. The **Claim Search** page is a tool that provides the capability to query and locate any historical claim(s) by filter criteria selection. The following search filters are available:

**Figure 13: Advanced Search - Claim Search Page**

1. **Search By:** select how you would like to search for a claim. **Claim#, PRO#, Check#** and **Claimant**. Each selection will then be followed by an accompanying field to enter a number of the type chosen. Leaving this field blank will cause it to be ignored when the search is submitted
2. **Claim Year:** The Claim Year field, when available, will restrict your search to the year selected. The Claim Year will default to the current calendar year. Select the All option in order to include all available years in your search.
3. **Date Range:** Enter a valid **From** and/or **To Date** for filtering your search results within a specific range.
4. **Claim Type:** Choose one of the options provided to filter your search results by a specific **Claim Type**.

**Figure 14: Advanced Search - Claim Type Dropdown List**

5. **Shipper and Consignee:** Shipper or Consignee fields or both can be used to filter your search results. Partial field entries are acceptable and are not case sensitive. As an example, a claim that contains the **Shipper** or **Consignee** name **Acme Company** could be found by an entry of **acm, acme, acme co,** or other variations.

Upon completion of selecting all your search criteria, click the **Search** button to continue. When your search has completed your results should display in the **Results** section or display an error message indicating no results could be found. If no results are found, please revise your search criteria and try again.

Once you have achieved a search result they will display in rows in the default order by Claim # descending. Results can be sorted by clicking any column header title and can be toggled by ascending or descending order by clicking the column title again.

1. **Claims per Page:** You can specify the number of claims to be displayed per page with the Claims per Page dropdown in the top right of the Results section.
2. **Pagination Tool:** When there are multiple pages of results exist, a pagination tool will appear. Use the left or right arrows or the individual page numbers to continue viewing your search results.
3. **Export Selected:** Can be used to generate and download an **Excel** spreadsheet of the currently selected results. This option does not allow selections across multiple pages of results.
4. **Export All:** Will generate and download an **Excel** spreadsheet of all returned results regardless of the current page or currently selected results. Use the **Checkbox** in the first column of a row to select a result or check the **All** checkbox to select all visible results. Use the **Export Selected** button to export all selected items.
5. **PRO # Selection:** Click the **PRO #** of a result in order to view that claim's associated PRO in a new window.
6. **Claim # Selection:** Click the **Claim #** of a result in order to view that claim's details.

Results																						
										1-25 of 657	Export Selected	Export All										
										1	2	3	4	2	6	...	27			1	Claims per Page	25
All	Claim# Date	Claimant	Original Amount	Total Amount	Approved Amount	PRO# Date	Check#	Shipper Consignee	Type	Status Date												
<input type="checkbox"/>	13610-17 OCT 3, 2017	AAA COOPER TRANSPORTATION	\$250.00	\$344.60	\$344.60	34113002 Aug 1, 2017	5	S Saint Gobain Abrasives C Mid Pinellas Enterprises	NOTED DAMAGE	Payment Pending Oct 3, 2017												
<input type="checkbox"/>	13609-17 OCT 2, 2017	AAA COOPER TRANSPORTATION	\$1.00	\$1.00	\$0.00	87573850 May 9, 2016	6	S Quincy Compressor C San Antonio Lighthouse	SHORTAGE	Amend Limited Liability Oct 3, 2017												
<input type="checkbox"/>	13607-17 SEP 28, 2017	AAA COOPER TRANSPORTATION	\$2.00	\$8.00	\$8.00	87573850 May 9, 2016		S Quincy Compressor C San Antonio Lighthouse	SHORTAGE	Payment Pending Oct 3, 2017												

**Figure 15: Advanced Search – Results**

**Cargo Claim Status:** Once a Claim has been submitted the **Status** and **Date** is assigned and displayed for each phase of the Claim process. The following Claim Status list with associated details are available:

- **Approved:** Claim has been reviewed, approved and is pending selection for payment.
- **Assigned:** Claim has been assigned to a claims administrator to investigate.
- **Paid:** Claim has been paid and closed.
- **Declined:** Claim has been declined and claim closed.
- **Freight Charges Pending:** Claim payment approved, pending receipt of outstanding freight charges on shipment.
- **Transmit to Interline:** Claim has been transmitted to another carrier for investigation.
- **Under Review:** Claim is under investigation.
- **Waiting for Claimant:** Investigation is pending response from claimant.

