

### Filing Claims

From the **Shipments Tab**:

- Click the Claims call out box to navigate to the claims portal **OR**
- Locate the shipment and click the Actions 3-dot then select File a Claim

Navigation: Home, Billing, Reports, Tools

Welcome, Jack Taylor

NEW QUOTE | NEW PICKUP

Claims: 1 Approved, 1 Pending

Accounts Payable: 3 Invoice Ready, 1 Past Due

XPO Account Executive: Jessie Hamilton

OR

Navigation: Home, Billing, Reports, Tools

Welcome, Jack Taylor

NEW QUOTE | NEW PICKUP

Claims: 1 Approved, 1 Pending

Accounts Payable: 3 Invoice Ready, 1 Past Due

XPO Account Executive: Jessie Hamilton

Shipment List:

Alert	Action	Customer Ref	PRO #	Pickup Location	Progress	Delivery Location	Pickup Date	Est. Delivery	Commodity	Appt	Fav
		1234567890	762-543718	Fort Worth, TX 76119	Pickup Requested	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
				th, TX 76119	Pickup Requested	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
				th, TX 76119	Picked Up	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
				th, TX 76119	In Transit	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
				th, TX 76119	In Transit	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
				th, TX 76119	Out for Delivery	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
				th, TX 76119	Delivered	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
				th, TX 76119	In Transit	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★
		1234567890	762-543718	Fort Worth, TX 76119	Picked Up	Portland OR 97236	5/19/21	5/22/21 01:00 PM - 03:00 PM	Borg Implants	Yes	★

Context Menu:

- New Shipment Based On This One
- Make This a Recurrent Shipment
- Cancel Pickup
- Reschedule Pickup
- Reschedule Delivery
- File a Claim**

View Claims in-process, check status and upload documents

Claims Filing And Tracking

Search by Claim #, Pro #, Cust. Ref. #, or Check #

Filed Date Range: Any | Shipped Date Range: Any

Claims Center

Please accept our apology for the loss or damage of a shipment. The XPO Less-Than-Truckload Claims team takes pride in quick and efficient resolution of claims.

Claim #	Customer Ref. #	PRO #	Filed	Shipped	Claim Amount	Paid Amount	Examiner	Status	Actions
CC2004911	-	605-418844	11/18/2021	11/16/2021	\$150.00	\$0.00	TestUser2 Claims2	Submitted	
CC2004365	-	128-112515	08/26/2021	08/24/2021	\$250.00	\$0.00	TestUser1 Claims1	Submitted	
CC2004284	-	741-036925	07/30/2021	03/01/2021	\$150.00	\$150.00	TestUser1 Claims1	Approved	