How to submit a claim on UPS.com

User guide

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1.Introduction

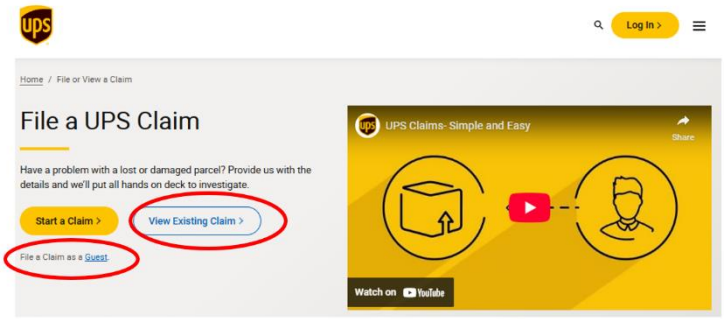
Claims on ups.com (COU) is an online solution that allows you, the customer, to report issues with packages and manage claims online. It is currently available in the following countries/territories:

Argentina	France	Netherlands	Sweden
Australia	Germany	Norway	Switzerland
Austria	Greece	Philippines	Taiwan
Belgium	Hong Kong	Poland	Thailand
Brazil	Hungary	Portugal	Ukraine
Canada	India	Puerto Rico	United Kingdom
Chile	Italy	Republic of Ireland	United States
China	Kazakhstan	Russia	U.S. Virgin Islands
Czech Republic	Macau	Singapore	Vietnam
Denmark	Malaysia	South Korea	
Finland	Mexico	Spain	

Submitting claims online comes with many advantages:

- Provides 24/7 access, so claims can be submitted at your convenience
- Online visibility of the required documentation
- Online visibility of status and notifications
- Downloadable claims data
- Customizable claims dashboard
- Possibility to report claims individually
- Ability to report up to 1000 claims cases at once in a batch file format

2. Access Options to File a Claim



2.1 Guest Login

You do not need to log in with a username/account to make a claim for a lost or damaged package on https://www.ups.com/de/en/support/file-a-claim. The guest login feature gives you a quicker and easier option if you're not the shipper. There are important things to keep in mind when deciding to use Guest Login:

- The role of the "Guest" initiator is set to "Recipient" by default.
- If you are the shipper of the package, keep in mind that you will likely need to provide additional documentation.
- The claim status after submission is limited to the shipper.
- Your claims progress can be managed from your claims dashboard.
    - You will be provided up-to-date details of the claim.
    - You will be provided notification of necessary actions or next steps required for claim payment.
- Please note that certain actions or next steps will require you to be signed into ups.com; these features are not available when filing your claim as a guest.

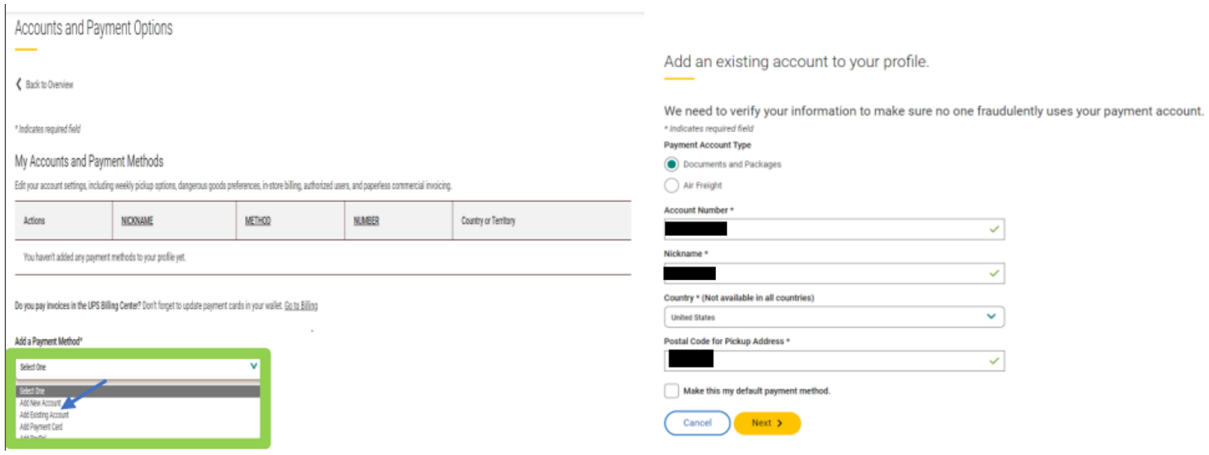
2.2 User Authentication/ UPS Account

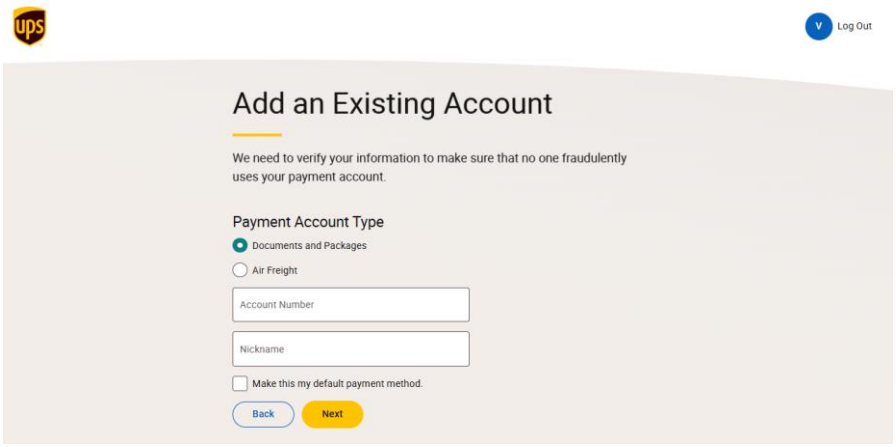
User authentication links UPS shipping accounts and ups.com User IDs. This is required to access the full claim details on ups.com. This requirement protects sensitive customer information.

- If you have not yet completed user authentication, you will only have limited insights in your claims dashboard.
    - If you already use Quantum View or other UPS business applications, you may already have access to claim details. If you cannot view claim details, contact your UPS Sales Representative for assistance.
- If you do not use Quantum View, you can complete authorization through payment options by logging into ups.com to complete the

necessary steps to link your account to a profile. You will need the billing details for the account you want to link to the profile.

- Log in to ups.com, then click on your name in the top right corner and select "Accounts and Payment" from the drop-down menu
- Select "Add Existing Account" from the "Add a Payment Method" drop-down box





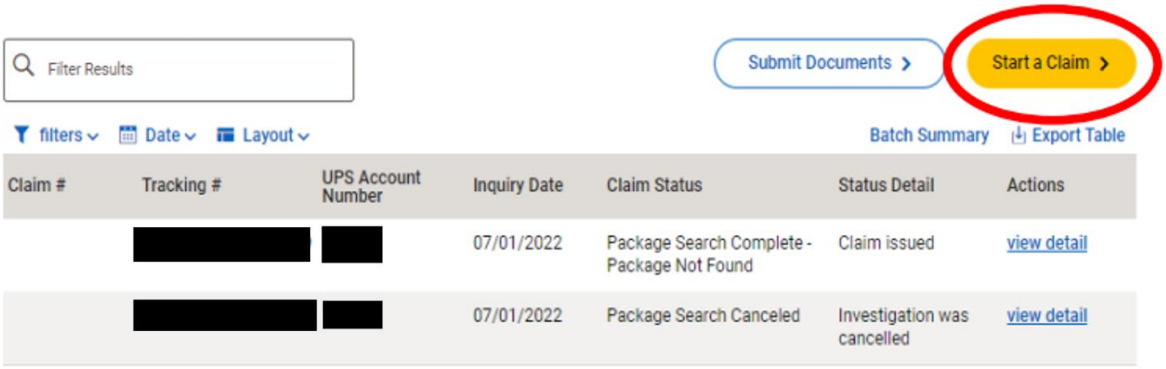
- After adding the existing account to your profile, you will be prompted to enter the following billing details:
  - Date of Invoice
  - Invoice number
  - Shipper number
  - Invoice amount
  - Control ID
- When user authentication is complete, you will have a complete view of your dashboard.

3. Submit a Claim

From your dashboard, you can submit a claim for packages that have been lost or damaged.

Types of Claims:

- **Loss** – A claim can be registered for lost parcels if they are not delivered 24 hours after the expected delivery date and time
- **Damage** – A claim can be reported for packages that have been delivered with damage.



Enter the tracking number. Your tracking number can be found in the following places:

- Your shipping receipt
- Your email confirmation-if you shipped from UPS.com
- On the outer package of the shipped item
- On the receipt given to the sender

There are four roles to choose from:

- **Shipper**: The person who shipped the package for which a claim is being requested
- **Recipient**: The person who has received (if damaged) or would have received (if lost) the parcel for which a claim is being made
- **Third Party**: Someone who has an interest in or connection to a claim's shipping or billing information
- **Channel Partner**: Digital companies, i.e. marketplaces or platforms, that UPS has partnered with to provide our shipping services natively on their platform. The partners can request customer support for their shippers.

Supporting documentation to describe the contents of package can include:

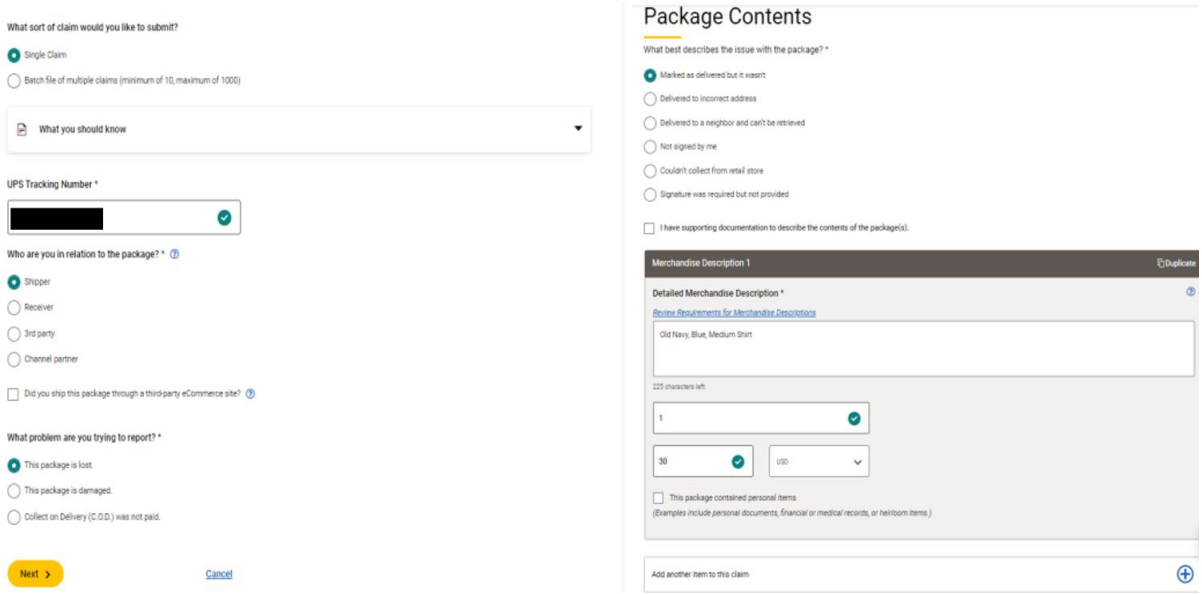
- Packing Slip/Proof of shipment

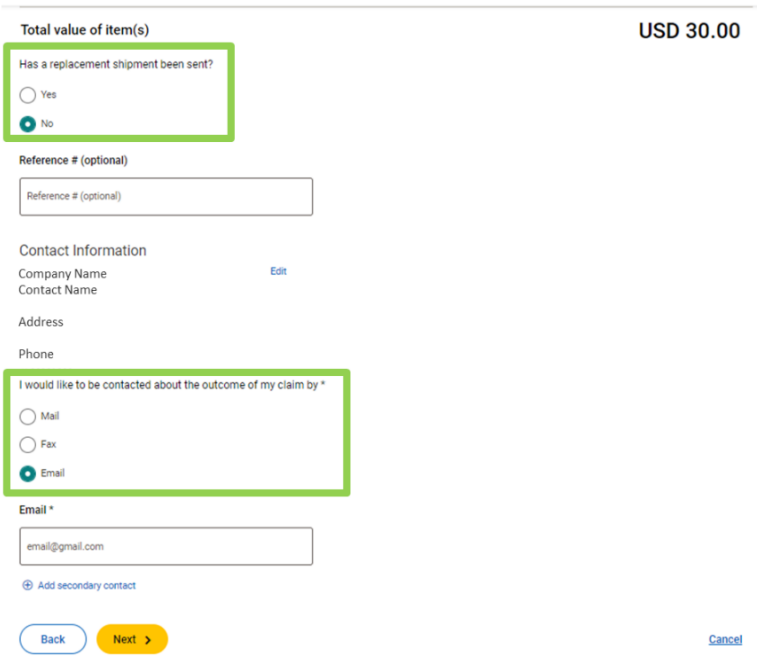
- Invoice

Please note: Any supporting documents uploaded or attached are optional and will only be used to conduct a lost and found search. They will not be used for claim payment. If a claim payment is approved, you may be asked to resubmit certain documents.

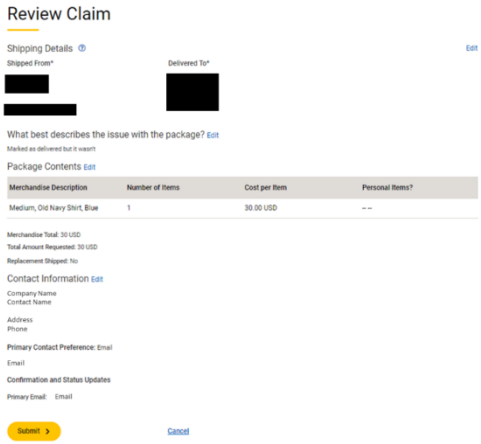
3.1 Initiation of a Claim in the Event of a Loss

If a package has been lost and the shipper sends the receiver a new package prior to the claim being issued, please identify that a replacement shipment has been sent.





The contact information listed here will be used for claim notifications. Please select where you would prefer your claim notifications to be sent. You have the option to add a secondary contact as a backup notification.



Review all claim details and edit them if necessary before submitting them.

Once the claim has been submitted through UPS.com, UPS will begin conducting an investigation of the lost package. After submitting the claim, it is available in the claims dashboard (for authenticated users).

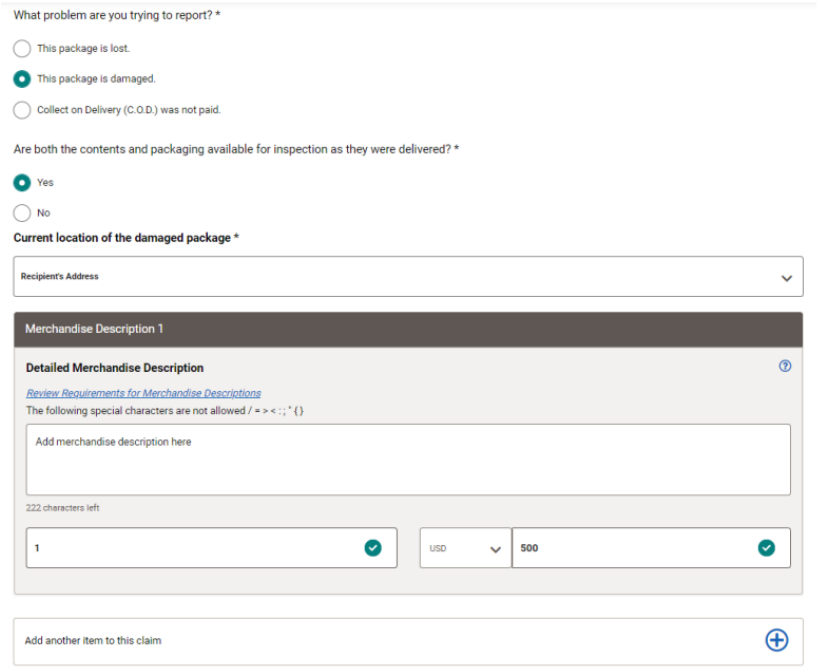
3.2 Initiation of a Claim in the Event of a Damage

To perform an inspection of a damaged package, the contents and original packaging must be available for inspection, or you must be able to provide photos of the contents and original packaging. Supporting documentation to describe the contents of package can include:

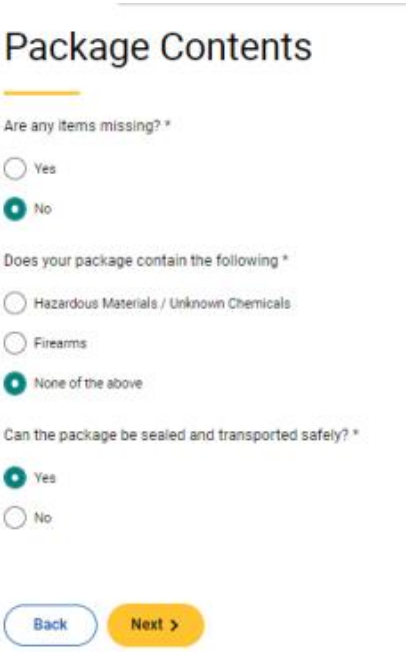
- Packing Slip
- Invoice

It is important for UPS to know the location of the package, so that the appropriate local package center is engaged, if needed for physical inspection or retrieval of the damaged package.

Please note: All additional items must be added separately.



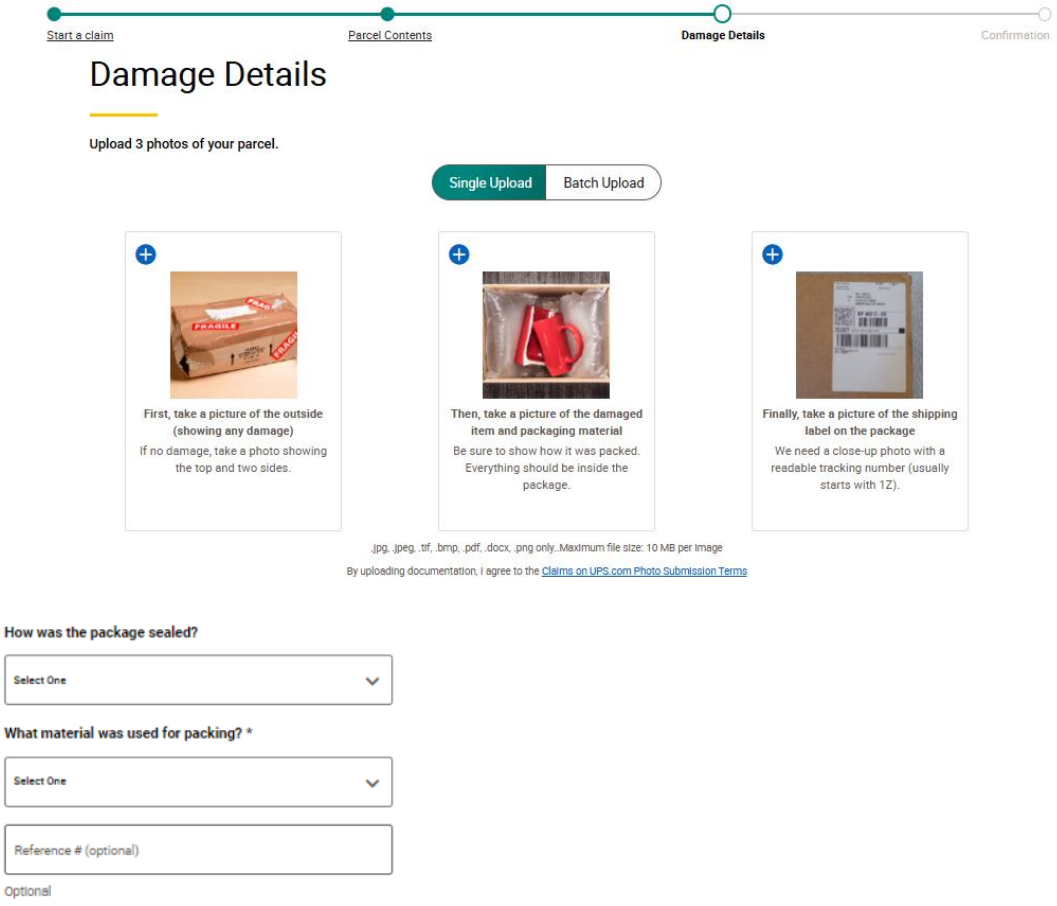
Indicate if any items are missing from the package contents so that we can try to find the items and conduct a damage inspection.



It is important for UPS to know if dangerous goods or if the package cannot be transported for inspection without further damage to the goods.

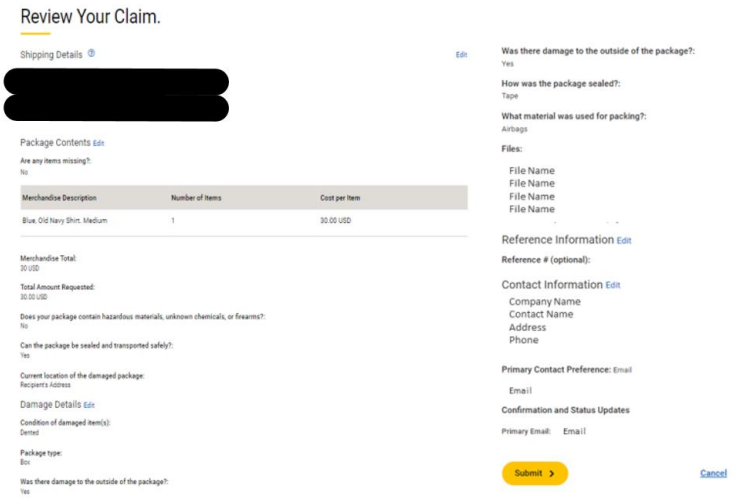
The following three photos of the damaged package will be requested:

1. A photo of the **outside of the package** (Should show two or three sides of the package along with the damage)
2. A photo showing the **damaged merchandise**, inside original box, with all the original cushioning (Should show placement of merchandise inside box)
3. A close-up photo of the shipping label with readable tracking number (generally starts with 1Z).
4. Dimensions of the box, including the package height, length and width will also be needed.



Note: The contact information provided here will be used for claims notifications, please select where you want your claim notifications to be sent. You have the option to add a secondary contact as a backup notification

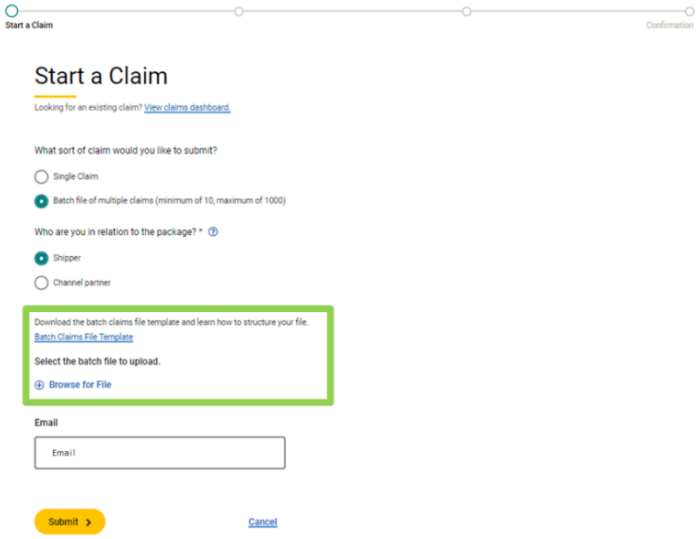
Review all claim details and edit them if necessary before submitting them:



Once the claim has been submitted on UPS.com, UPS will conduct an investigation and the claim will appear in the claims dashboard (for authenticated users).

3.3 Batch Upload

A batch file allows authorized users to file multiple claims (minimum 10, maximum 1,000) in a single batch. If there are more than 1,000 claims, additional batch files can be created. Claims for loss and damages may be included in the same batch submission.



To submit a collective application:

- Click “Batch Claims File Template” on the Start a claim page to download the template
- Save the file and fill in the required fields
    - Once the “Issue Description” field has been selected, any remaining required fields will be highlighted in yellow based on the selected claim type

    - To avoid upload errors, a new batch template should be used for each submission
- Sort the class damage file by claim type (loss and damage grouped) and submit it in Excel format using the find file link
    - As with individual applications, supplementary claims documents (copies of invoices, receipts, tracking number, etc.) can be submitted separately
    - Up to 20 supplementary claim documents can be attached to a claim (max. size 1 MB per Upload)

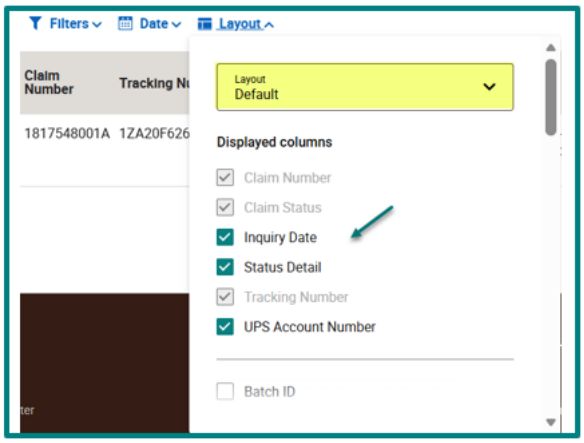
4. Claims Dashboard

4.1 Layout

The layout feature allows for full customization of the dashboard, allowing you to decide how the details of your claim are being displayed.

The layout of the claim dashboard is set to default. The following columns are included:

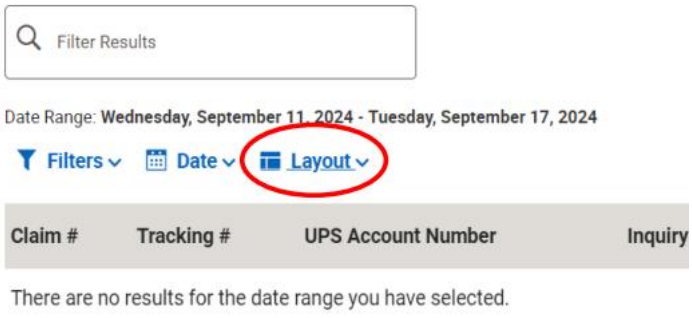
- Claim number
- Tracking number (UPS tracking numbers are displayed in the following formats):
  - 1Z9999999999999999999
  - 999999999999
  - T9999999999
  - 999999999
- UPS Customer/ Account Number
- Inquiry Date - date claim was initiated
- Claim Status
- Status Details



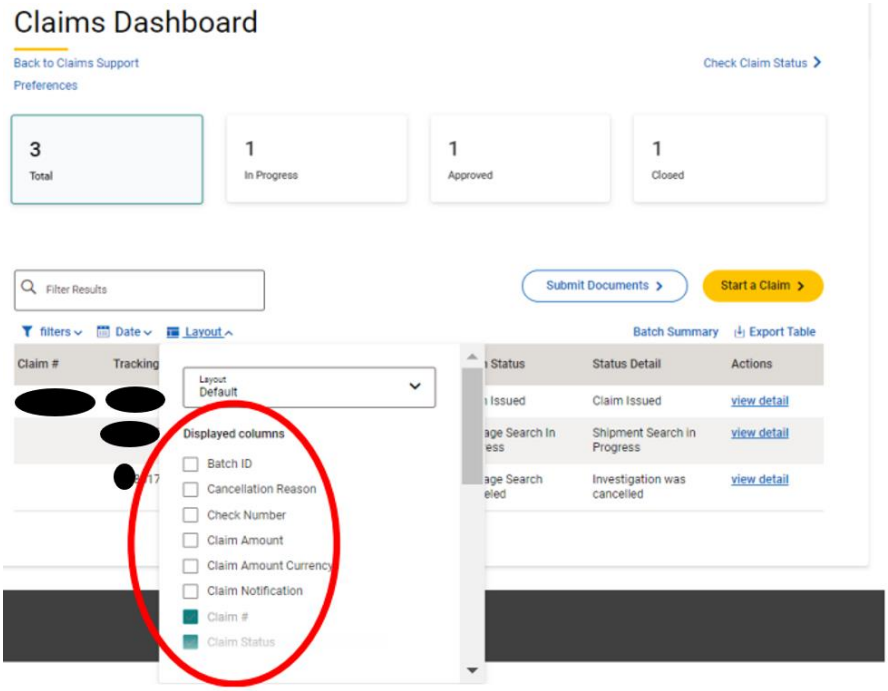
Customize and save your layout to include one or more of the following:

- Batch ID
- Cancellation Reason
- Check Number
- Claim Amount
- Claim Amount Currency
- Claim Type
- Declared Value Amount
- Declared Value Currency
- Invoice Number
- Paid Amount
- Delivery Scan
- Paid Amount Currency
- Paid Date
- Purchase Order Number
- Received By Name
- Role of Initiator
- Ship to City
- Ship to Company Name
- Ship to State Province
- Shipper Reference Number

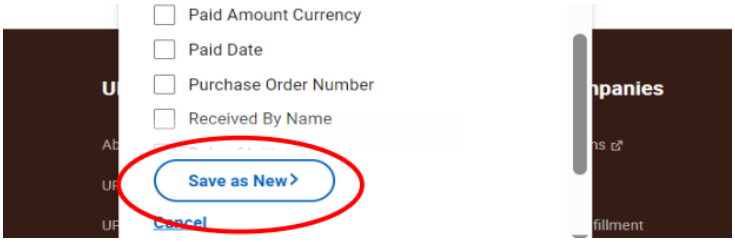
To save a new layout, click the Layout icon:



Select the columns you would like to add:



Then click Save as New and name your new layout. You may save up to 20 customized layouts.

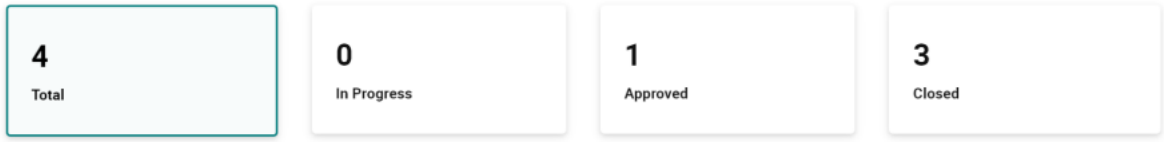


You may also delete layouts when they are no longer needed by clicking the drop-down for Layout, then clicking the delete button next to the layout to be deleted.

4.2 Status Tiles

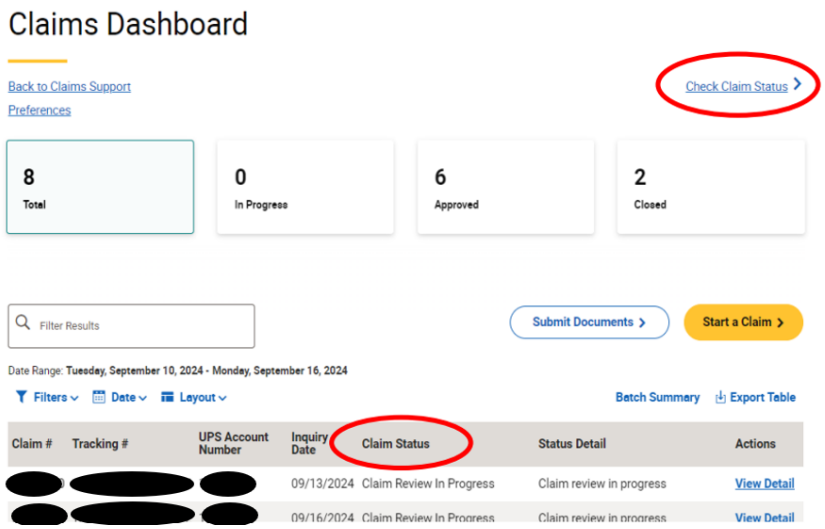
The tiles show where your claims are in the claims process:

- Total – Total number of claims processed, approved, and closed
- In Progress – Number of claims processed/ reviewed by UPS
- Approved – Number of claims that have been approved for payment
- Closed – number of resolved/ paid claims

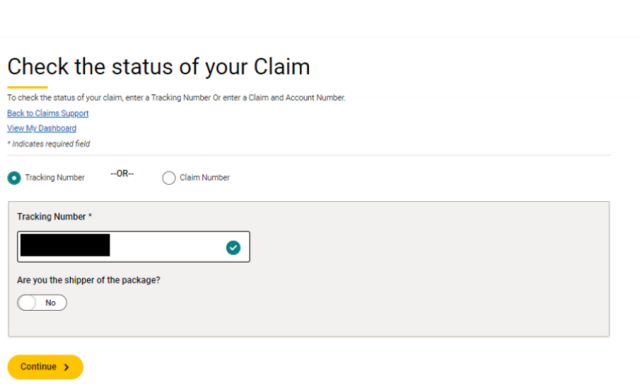


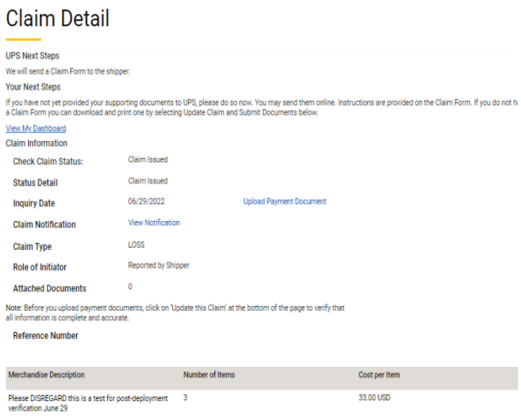
4.3 Status details

Details of the claim status can be viewed by clicking on "Check Claim Status":



- Enter the tracking number of the claim you want to view
- Indicate if you are the shipper
    - If you are the sender of the package, you will have a detailed view of the claim details
    - If you are not the sender of the package, you will have limited visibility into the claim details

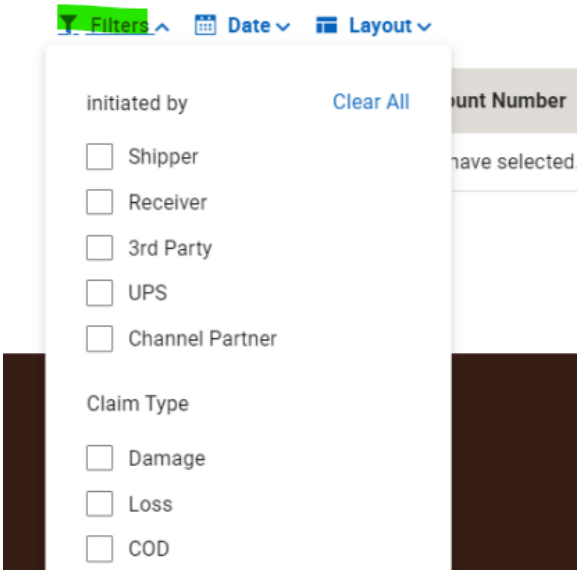




4.4 Filter Options

You can use filters to drill down into the claim type or role of the initiator.

Select your reference to the package.



Role of the initiator (person who started the claim):

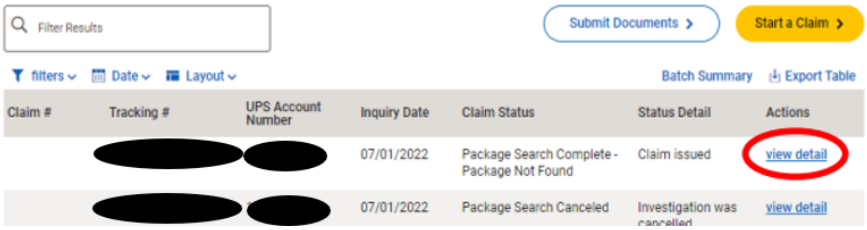
- Shipper
- Receiver
- Third Party
- UPS: Damage to the package was identified while moving through the UPS network; therefore, a damage claim inspection was completed by a UPS representative.
- Channel Partner: An authorized technology platform providing UPS services to its customers.

You can also filter by **type** of claim:

- Loss
- Damage

4.5 View Claim Details

The "View Details" link allows you to view information about a specific claim.

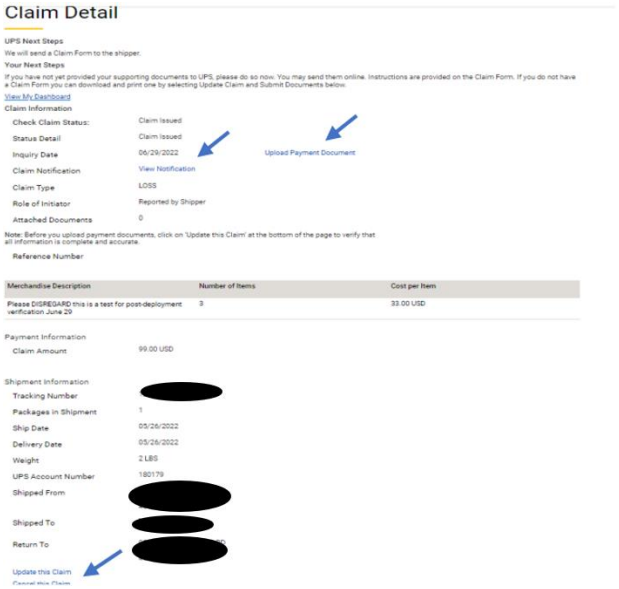


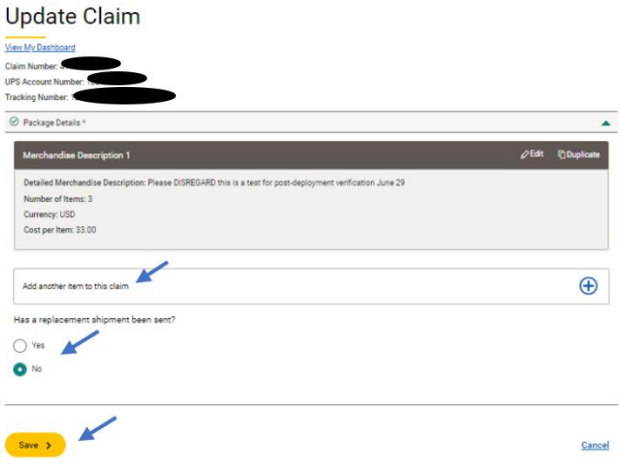
Once the claim details page is opened, the available links will vary depending on the claim status and/or your user role.

- If you are an authenticated shipper or shipper's representative with the shipper's account number in your user profile, you will have a detailed view of the claim status.
- Depending on the status of your claim, you may also:

- Update a Claim – Update the merchandise description and value of the claim
- Cancel a Claim
- Dispute a Claim – Submit request to dispute outcome of the claim
- Upload Supporting Documents – Attach documents to the claim to assist with locating a lost package or proving damage to a package. Please note documents uploaded here will not be used to complete payment if the claim is approved
- Upload Payment Documents – If your claim is approved, upload your payment documents here. Be sure to Update a Claim before completing this step if updates are required to the merchandise description or value of the claim
- View attached Documents
- View Notifications – displays the last notification received

- If you are not able to complete User Authentication (or do not have the shipper's account number in your profile), you will see limited details for the claim, such as tracking number and inquiry date.





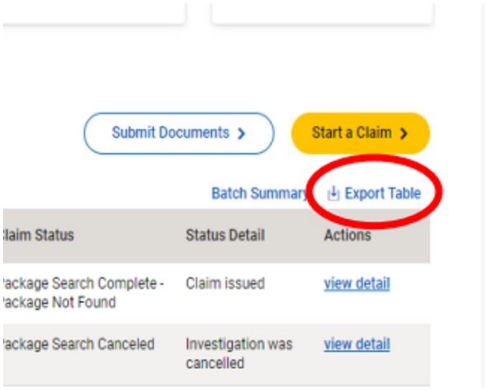
4.6 Export Dashboard

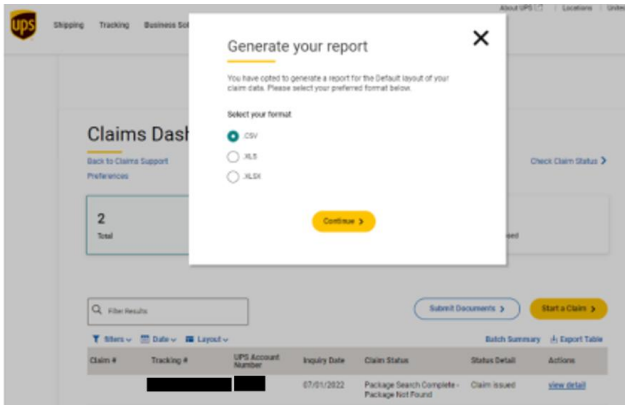
The claims dashboard is your centralized online claims management tool that allows you to export your claim details.

- Up to 20 custom claims data table layouts can be stored in the dashboard
- Type of information available depends on your user role and profile settings.

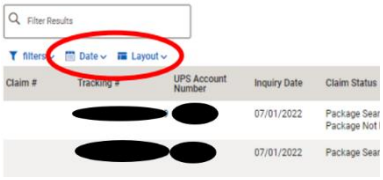
- Up to 9 months of claims history are available
- Can be exported to CSV or Excel format

Click Export Table and select your format:





All claims within the date range selected will be included in the exported table.



5. Claim Payment

5.1 Payment & Supporting Documents

- **Supporting documents** can help speed up the search for a lost package or the inspection of a damaged package using submitted photos. You can upload these documents while starting your claim or any time after it has been submitted.
- **Payment documents** may be submitted online once the claim has been issued. Check the claim status on the dashboard for updates on what payment documents are required and when they should be submitted.

Information required to submit claim documents:

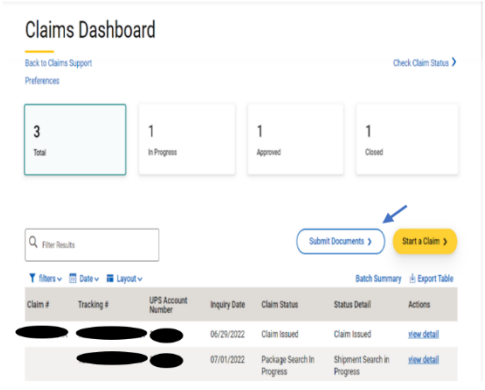
- The shipper's claim number and UPS account number
- An invoice or receipt for the lost or damaged goods
- If repairable, an invoice or receipt for the repair of the damaged goods
- A request to pay the replacement cost of the goods and shipping costs in the form of an invoice to UPS
- A copy of the shipping receipt, collection logbook, or a copy of the freight bill
- Supporting documentation that shows the purchase price, actual cost, repair cost, or replacement cost of the merchandise in question

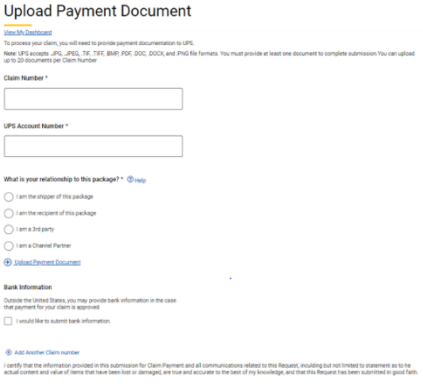
You can upload your documents in the claim dashboard.

Shipping charges are always refunded to the same party that paid the original charges.

A claim is closed once payment has been generated. Please allow up to 15 days to receive payment (Note: Time may vary depending on location and time of year). Contact UPS to report a missing claim payment.

The claim payment process begins once the investigation of a damaged or lost package has been completed and UPS has assumed liability.





The claim status will be changed to " Claim Issued”.

5.2 How to Reconcile Payments

The claim payment process begins once a damaged or lost package investigation is complete, and UPS has accepted liability. The claims status will be changed to “Claim Issued”. To complete the claim payment process, you will be required to submit claim paperwork.

Information Required to File Claim Paperwork for Claim Payment

The claim number and shipper’s UPS account number

- An invoice or receipt for the lost or damaged merchandise
- If repairable, an invoice or receipt for the repair of damaged merchandise
- A copy of your shipping receipt, pickup record book or a copy of the waybill may also be required.

Shipping charges are always refunded to the same party that paid the original charges.

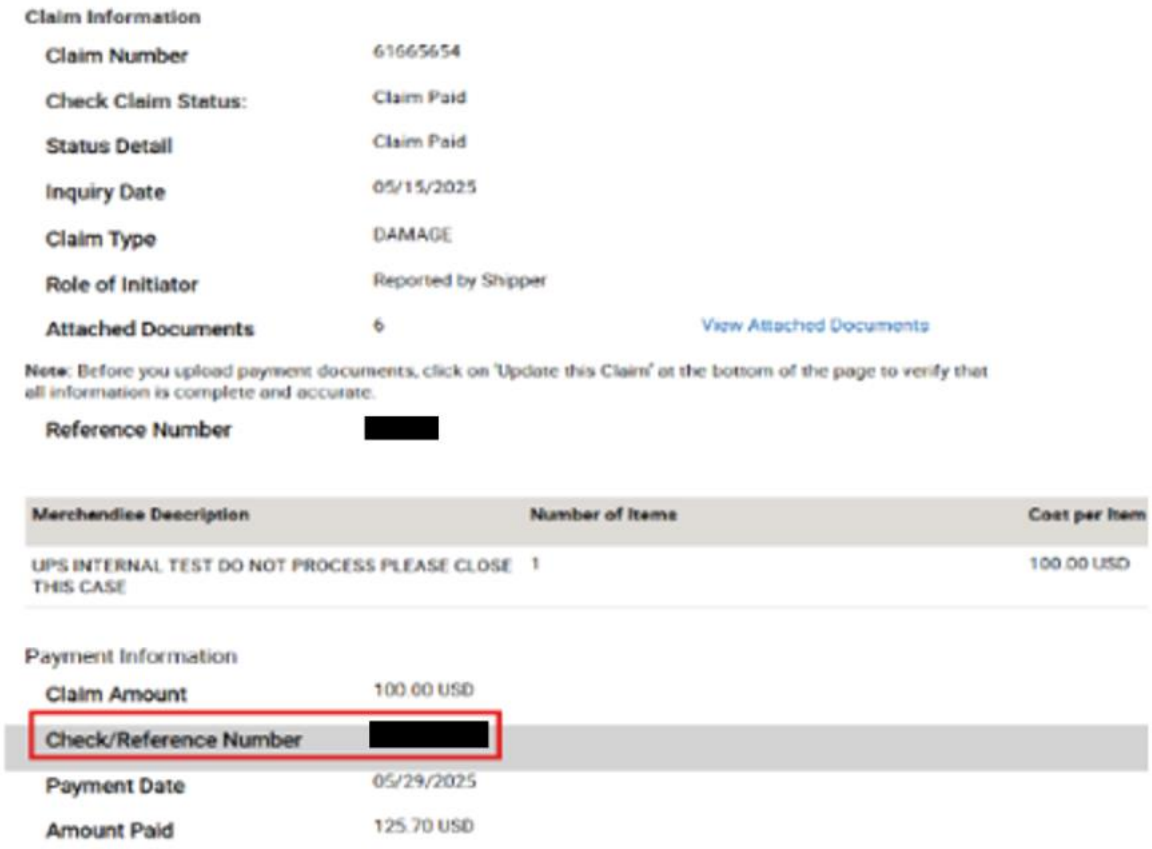
You can submit the required documents in the claim dashboard on ups.com.

Shippers can view claim payment details by navigating to the Claims Dashboard at www.ups.com/claims.

To locate paid claims:

1. Sort or filter the dashboard by Claim Status
2. Identify claims with a Claim Paid status
3. Select View Detail to review available payment information





Claim Information

Claim Number	61665654
Check Claim Status:	Claim Paid
Status Detail	Claim Paid
Inquiry Date	05/15/2025
Claim Type	DAMAGE
Role of Initiator	Reported by Shipper
Attached Documents	6 View Attached Documents

Note: Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

Reference Number [redacted]

Merchandise Description	Number of Items	Cost per Item
UPS INTERNAL TEST DO NOT PROCESS PLEASE CLOSE THIS CASE	1	100.00 USD

Payment Information

Claim Amount	100.00 USD
Check/Reference Number	[redacted]
Payment Date	05/29/2025
Amount Paid	125.70 USD

If you are having difficulty reconciling payment amounts, you may need to modify your dashboard to display additional payment columns.

The next section walks you through how to adjust your dashboard to view multiple payments for a claim to make payment reconciliation easier.

5.3 Reviewing Details for Multiple Payments & Report export

Claim payments may be separated into multiple payments for merchandise value, shipping charges, adjustments, etc. You can use the Layout feature on the Claims Dashboard to display and export details for up to five payments for claims that have multiple payments.

Adjust Claims Dashboard

Follow these steps to add the fields you would like to see displayed on your Claims Dashboard:

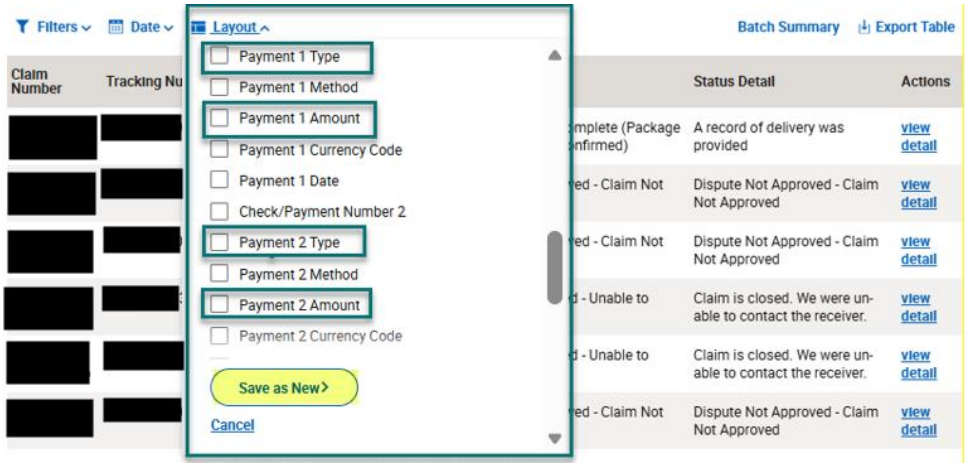
1. Click 'Layout'.

- This will display a drop-down menu, which will show the default layout.

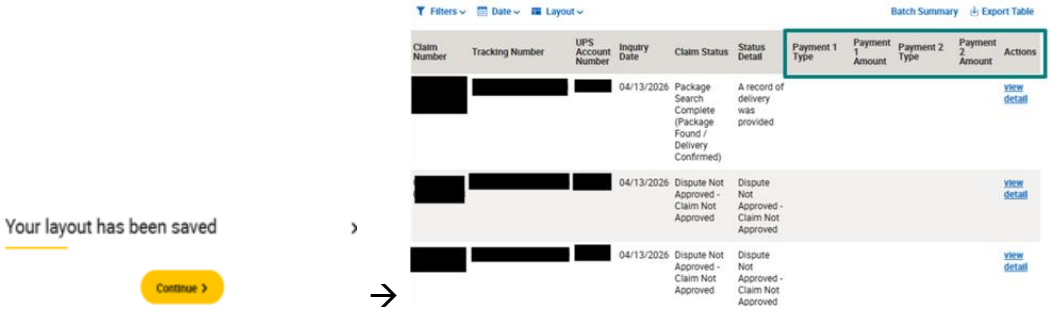
2. Scroll down to add data for the latest five payments for each claim that is in Claim Paid' status.

- For each payment 1 through 5, you have the option to include:
  - Payment Type
  - Payment Method
  - Payment Amount
  - Payment Currency Code
  - Payment Date
- When choosing to include data in the layout, keep in mind that there is a 20-column limit.

3. Click 'Save as New', once all field options have been chosen for your layout.



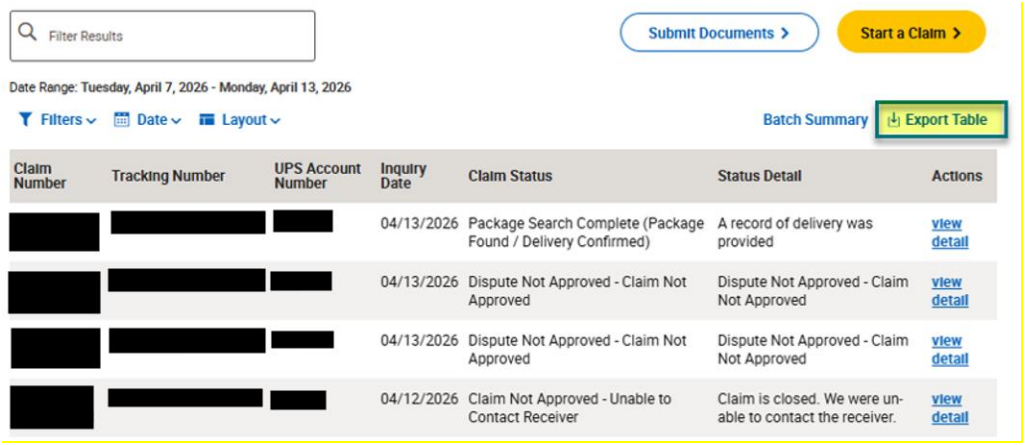
4. Enter a name for your new layout.
5. Click 'Save Layout'. You will receive confirmation that your layout has been saved.
6. Click 'Continue'.
7. Your Claims Dashboard will then show the multiple payment data you selected for display and export.



Create and Export Report

Follow these steps to generate the multiple payment information into a report:

1. Click ‘Export Table’.
2. Select your preferred format for the report.
3. Click ‘Continue’ to view the generated report.



5.4 IBAN and BIC numbers

You will be asked to provide your bank details in the form of IBAN and BIC numbers during the claims process.

This shortens the processing time of claims because customer service representatives no longer have to call or email you to collect payment information.

The provision of bank details is not mandatory for the assertion of a claim. However, bank details are mandatory to accept a claim offer and receive payment.

Please note: Third-party customers and recipients cannot enter bank details.

You have two options for providing your bank details during the claims process:

1. When submitting a claim, where the bank details are optional fields (displayed on the ‘Package Contents’ screen).
2. After the approval of claims by either clicking on the "Submit Documents" button in the claims dashboard or by viewing the details of an individual claim.

Once you have provided the claim number and account number (if required) and selected that you are the sender, you will be presented with the required fields to enter your bank details.

IBAN and BIC numbers are being validated. If you enter the wrong format (i.e. length), you will receive an error message and will need to correct it before you can proceed with the submission.

You don't have to enter your bank details for every application you submit. A checkbox will appear on the claims platform where you can indicate that you want to save your bank details for future claims. For later applications, you will see the last four digits of the IBAN number that has been saved and equipped with the ability to edit your bank details and save them for future use.

6. FAQs

6.1 General FAQs about Claims

How can I prevent damage and loss of packages?
Research shows that damaged or lost packages that lead to a claim are often related to packaging that is too large or too small, that offer poor padding, labels that are not properly attached to your package, or unclear delivery instructions.
To avoid damage, check out some basic packing tips we've put together to get your package to its destination safe and undamaged.

Who can I contact to submit a claim?
Visit https://www.ups.com/de/en/support/file-a-claim to get started.

Do I need a UPS account number to file a claim?
No, you do not need a UPS account number to file a claim, you can submit a claim as a guest. The Guest Login feature offers the option to file a claim without a UPS account number or username. However, certain actions or next steps will require you to be signed in to ups.com; these features are not available when filing your claim as a guest.

How long do I have to report a claim?
If a shipment is damaged — including partial loss — the claim must be made **within 14 days after receipt**.
If a shipment is lost, the claim must be made **within 60 days after UPS received the goods for transport**.
In addition, all claims will expire if no legal action is taken in time.
Legal proceedings must be started and UPS must be notified in writing within 1 year after delivery of the goods (DE). In Austria and Switzerland, this period is 8 months.
If the shipment was not delivered, the deadline starts from the scheduled delivery date.
A shipment is only considered lost if it **has not been found within 30 days after UPS receives the completed processing** form and all required documents. For international shipments, this period is **40 days**.

How long do I have to complete the paperwork for a claim?

After reporting the damage or loss, if an inspection or investigation leads to an approved claim, you will be allowed nine months from the actual/scheduled delivery date to file documentation for claim payment.

How long does the claim process take?
Once you have submitted payment documents, it takes an average of 8-15 business days to process. Providing as many details as possible will

help speed up the process, as will photo documentation if it's a case of damage.
Once your Claim is approved for payment, it will be paid within 5 business days of receipt of the documentation (the approximate time to receive payment is 7 to 10 business days in total).

Is there a way to change claim documents that have already been submitted?
A shipper who needs to make a change to a previously submitted payment request can do so by sending an amended invoice and/or other required document updates to UPS. On each page submitted, the shipper number and the claim number for which the change is being made should be clearly indicated. The submission of documents can be done in the claims dashboard.

I dispute the amount of the claim paid.
UPS only has to pay a certain maximum liability amount if you have not declared the value for your shipment – this is based on the UPS conditions of carriage of the country of shipment – e.g. a maximum of 510 euros per shipment from Germany.

Can I dispute the final claim decision if it is denied, and I disagree with the outcome?
Yes. You may dispute a claim if you are the authenticated shipper or shipper’s representative with the shipper’s account number in your user profile. Go to the Claims Dashboard and click the View Details link for the claim you wish to dispute.

I have not yet received my debt payment. What can I do?
Please contact customer service.

If I have more than one claim submitted, will I receive multiple payouts?
Claim payments are processed daily for all receivables paid within one business day per shipper number. For example, if you have three accounts receivable for the same account number that were paid on that day, you will receive a wire transfer that includes the payment for all three receivables. If a follow-up claim is paid the following day, a second transfer will be processed.

Is it possible to receive multiple payments for one claim?
Yes. One claim may require payment for shipping charges, merchandise value, etc. Those payments may be processed in different transactions.

What information/documents are required to file a claim?
Information required to submit claim documents:

- The shipper's claim number and UPS account number
- An invoice or receipt for the lost or damaged goods
- If repairable, an invoice or receipt for the repair of the damaged goods
- A request to pay the replacement cost of the goods and shipping costs in the form of an invoice to UPS
- A detailed description of the goods
    - Example 1: Polo pajama top and pants, size M, navy blue
    - Example 2: 5 Avon Sun + Sunscreen Face Lotion, SPF 40, 250ml, yellow and red container
    - Example 3: Laptop, brand XY, serial number XY
- If the package is damaged, 3 photos of the damage are needed as follows:
    - A photo of the outside of the package (Should show two or three sides of the package along with the damage)
    - A photo showing the damaged merchandise, inside original box, with all of the original cushioning (Should show placement of merchandise inside box)
    - A close-up of the shipping label with tracking number (usually starts with 1Z)
    - One photo showing any damage to the outside of the package (Should show two or three sides of the package along with the damage)
    - Dimensions of the box, including height, length, width
- A copy of the shipping receipt, collection logbook, or a copy of the bill of lading

What file formats does the ups.com claims dashboard support?
The claims dashboard supports the following file formats:

- .JPG
- .JPEG
- .TIF
- .TIFF
- .BMP
- .PDF
- .DOCX
- .PNG

What are "payment receipts"?
Invoice or receipt, as well as a bill to UPS for the lost or damaged merchandise. If repairable, an invoice, receipt, or bill to UPS for the repair of damaged merchandise.

Where is the payment for a claim sent?
Claim payments are transferred to the specified bank account.

Where can I view my claims history?
You can log in to https://www.ups.com/de/en/support/file-a-claim and visit your claims dashboard to view up to 270 days' history.

Where can I find more information about claims?
Visit https://www.ups.com/de/en/support/file-a-claim for more information.

6.2 FAQs about IBAN

Is it mandatory for me to provide my bank details?
You will need to provide your bank details for your claim payment to be processed. You have the option to provide your details when you first submit an application, but this is not mandatory to make a claim. However, you will need to provide a valid IBAN and BIC when accepting an claim and submitting payment documents. This improvement allows for faster processing of claims, as customer service no longer has to contact you to collect this information manually.

I have entered an IBAN number, but I keep getting error messages. Why is that?
Bank details that you submit as part of the claims process will be validated before an application can be accepted and the payment processed. You must provide both an IBAN and a BIC.

Do I have to provide bank details every time I apply?
You don't have to enter your bank details for every application you submit. Select that you want to save your bank details for future claims. For later applications, you will see the last four digits of the IBAN number that has been saved and equipped with the ability to edit your bank details and save them for future use.

6.3 Troubleshooting

Why can't I submit my Claim to UPS.com?

- Shipper Restriction – "Your claim cannot be submitted online at this time." The shipper of your package has a restriction on the account, which does not allow recipients or third parties to begin the claim process, for example Amazon, Dell, Apple. Contact the shipper of your package claim for further assistance.

- Account authentication: Your account has not yet been authenticated with us, so we cannot allow the claim process to start. To authenticate your account:
    - Select Payment Options in the upper right corner. Next, select "Existing Account" from the "Add Payment Method" drop-down menu. Finally, select “Add” and follow the instructions to add an account number.
    - If you are a CampusShip or Quantum View user, contact your sales representative to add your account number(s).
- Release Packages - Packages that you have selected for approval (approval to your address or approval for a package for your apartment building through your My Choice account) cannot be submitted for claims.
- Past Liability – This shipment is ineligible for claim submission due to the time that has elapsed. Records indicate that the request falls outside the liability time period for filing claims. Please refer to the UPS Tariff/Terms and Conditions of Service for details on the time limit for notice and filing of claims for loss or damage to property.
- Current investigation open - You cannot file a claim because there is already a claim open regarding your problem.

Why does my batch claim file keeps being rejected?
Please check the details in your batch summary to determine the reason for claims rejection. If the claim was rejected as invalid, there was probably something missing from one of the data columns. For example, the recipient column may have been left blank, etc.

Collective claims go through the same validation process as a claim submitted as a single claim. For example, if a package is submitted in batch for which liability has expired, it will be rejected.

6.4 Claim Status Definitions

What do the different claim statuses mean?

Claim Status	Definition
Claim Issued	The claim has been issued and sent to the shipper of record. To receive payment, shipper must upload an invoice for repair or replacement costs and verify all information on file. From the **Claims Dashboard > View Details > Upload Payment Documents**.
Shipment Inspection Scheduled	An inspection of the damaged package has been scheduled. Updates to the inspection status will appear on the Claims Dashboard as they become available.
Claim Reported – Supporting Document(s) Received	Your submitted supporting documents or photos have been successfully uploaded to your claim.

Claim Review in Progress	Your claim is currently under review by the UPS claims department.
Claim Review Complete	The investigation of your claim has been completed; the results of the investigation are forthcoming.
Claim Not Approved – Insufficient Merchandise Description	A more detailed merchandise description is required to complete the investigation. An icon on the Claims Dashboard will indicate that further action is needed.
Claim Not Approved – Unable to Contact Receiver	UPS was unable to contact the receiver using the information provided. An icon on the Claims Dashboard will indicate that further action is needed.
Payment Has Been Processed for Your Claim	Payment has been processed, details are available on the Claims Dashboard to the authenticated shipper or appointed representative.