



# **How to submit a claim on UPS.com**

User guide

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## Introduction

The Claims Dashboard 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	

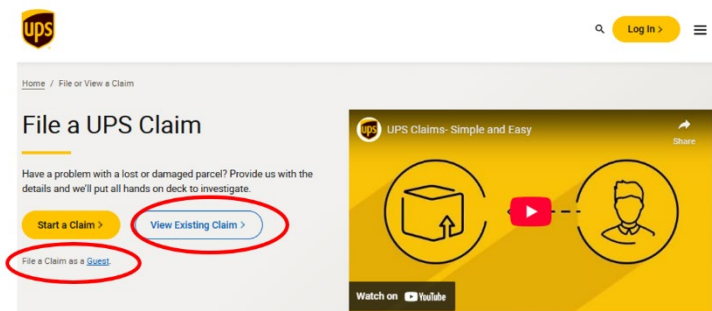
Submitting complaints online comes with many advantages.

- 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 complaint data
- Customisable complaints dashboard
- Possibility to report complaints individually
- Ability to report up to 1000 complaint cases at once in a script file format

## 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 sender of the package, keep in mind that you will likely need to provide additional documentation.
- The claim status after submission is limited to the sender.



## Accessing claims on [ups.com](https://www.ups.com) and user authentication

User authentication links UPS shipping accounts and [ups.com](https://www.ups.com) User IDs. This is required to access the full complaint details on [ups.com](https://www.ups.com). This requirement protects sensitive customer information.

- If you have not yet completed user authentication, you will only have limited insights in your dashboard for replacement claims.
- When user authentication is complete, you will have a complete view of your dashboard.
- If you do not use Quantum View, you can complete authorization through payment options by logging into [ups.com](https://www.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](https://www.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**

### Accounts and Payment Options

[Back to Overview](#)

\* Indicates required field

#### My Accounts and Payment Methods

Edit your account settings, including weekly pickup options, dangerous goods preferences, in-store billing, authorized users, and paperless commercial invoicing.

Actions	NICKNAME	METHOD	NUMBER	Country or Territory
<small>You haven't added any payment methods to your profile yet.</small>				

Do you pay invoices in the UPS Billing Center? Don't forget to update payment cards in your wallet. [Go to Billing](#)

#### Add a Payment Method\*

Select One

Select One

Add New Account

Add Existing Account

Add Payment Card

Add On-File

### Add an existing account to your profile.

We need to verify your information to make sure no one fraudulently uses your payment account.

\* Indicates required field

#### Payment Account Type

☒ Documents and Packages

☐ Air Freight

Account Number \*

Nickname \*

Country \* (Not available in all countries)

Postal Code for Pickup Address \*

☐ Make this my default payment method.

[Cancel](#) [Next >](#)



## Add an Existing Account

We need to verify your information to make sure that no one fraudulently uses your payment account.

### Payment Account Type

☒ Documents and Packages

☐ Air Freight

Account Number

Nickname

☐ Make this my default payment method.

[Back](#)

[Next](#)

- **After you add the existing account to your profile, you'll be prompted to enter the following billing details:**
  - Date of Invoice
  - Invoice number
  - Shipper number
  - Invoice amount
  - Control ID

## Submit a claim

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

- **Types of Loss and Damage 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 initiated for damaged packages after delivery. If a damaged package is identified while in transit, UPS will initiate a damage claim on your behalf.
  - **Cash on delivery (COD)** – payment on delivery was not made

[Submit Documents >](#) [Start a Claim >](#)

[filters](#) [Date](#) [Layout](#) [Batch Summary](#) [Export Table](#)

Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
			07/01/2022	Package Search Complete - Package Not Found	Claim issued	<a href="#">view detail</a>
			07/01/2022	Package Search Canceled	Investigation was cancelled	<a href="#">view detail</a>

Enter the tracking number: Your tracking number can be found on your shipping receipt, your email confirmation (if you shipped from [UPS.com](https://www.ups.com) ), on the outer packaging of the item being shipped, and on the receipt that will be given to the sender. 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:

- **Sender:** 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 Parties:** Someone who has an interest in or connection to a claim's shipping or billing information
- **Distributors:** Distributors are Third-Party-Logistics (3PL), which are marketplaces or platforms with which UPS has partnered to offer our shipping services natively on their platform.

## Initiation of a claim in the event of loss

What sort of claim would you like to submit?

☒ Single Claim

☐ Batch file of multiple claims (minimum of 10, maximum of 1000)

 What you should know

UPS Tracking Number \*

Who are you in relation to the package? \*

☒ Shipper

☐ Receiver

☐ 3rd party

☐ Channel partner

☐ Did you ship this package through a third-party eCommerce site?

What problem are you trying to report? \*

☒ This package is lost.

☐ This package is damaged.

☐ Collect on Delivery (C.O.D.) was not paid.

[Next >](#) [Cancel](#)

Package Contents

What best describes the issue with the package? \*

☒ Marked as delivered but it wasn't

☐ Delivered to incorrect address

☐ Delivered to a neighbor and can't be retrieved

☐ Not signed by me

☐ Couldn't collect from retail store

☐ Signature was required but not provided

☐ I have supporting documentation to describe the contents of the package(s).

Merchandise Description 1 [Duplicate](#)

Detailed Merchandise Description \*

[Review Requirements for Merchandise Descriptions](#)

Old Navy, Blue, Medium Shirt

225 characters left

☐ This package contained personal items  
(Examples include personal documents, financial or medical records, or heirloom items.)

[Add another item to this claim](#)

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.

Total value of item(s)

USD 30.00

Has a replacement shipment been sent?

☐ Yes

☒ No

Reference # (optional)

Reference # (optional)

Contact Information

Company Name

[Edit](#)

Contact Name

Address

Phone

I would like to be contacted about the outcome of my claim by \*

☐ Mail

☐ Fax

☒ Email

Email \*

email@gmail.com

[+ Add secondary contact](#)

[Back](#)

[Next >](#)

[Cancel](#)

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 secondary contact as a backup notification.

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

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

## Review Claim

### Shipping Details ⓘ

#### Shipped From\*

BREMEN , GA  
US

HAMIL BARBER SUPPLY

#### Delivered To\*

Company Name  
Contact Name  
Address  
Phone

[Edit](#)

### What best describes the issue with the package? [Edit](#)

Marked as delivered but it wasn't

### Package Contents [Edit](#)

Merchandise Description	Number of Items	Cost per Item	Personal Items?
Medium, Old Navy Shirt, Blue	1	30.00 USD	-- --

Merchandise Total: 30 USD

Total Amount Requested: 30 USD

Replacement Shipped: No

### Contact Information [Edit](#)

Company Name  
Contact Name

Address  
Phone

Primary Contact Preference: Email

Email

### Confirmation and Status Updates

Primary Email: Email

[Submit](#) >

[Cancel](#)

## Initiation of a claims in the event of 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.

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

What problem are you trying to report? \*

☐ This package is lost.

☒ This package is damaged.

☐ Collect on Delivery (C.O.D.) was not paid.

Are both the contents and packaging available for inspection as they were delivered? \*

☒ Yes

☐ No

Current location of the damaged package \*

Recipient's Address ▼

Merchandise Description 1

**Detailed Merchandise Description** ?

[Review Requirements for Merchandise Descriptions](#)

The following special characters are not allowed / = > < ; ' { }

Add merchandise description here

222 characters left

1 ✓ USD ▼ 500 ✓

Add another item to this claim +

## Package Contents

Are any items missing? \*

- ☐ Yes
- ☒ No

Does your package contain the following? \*

- ☐ Hazardous Materials / Unknown Chemicals
- ☐ Firearms
- ☒ None of the above

Can the package be sealed and transported safely? \*

- ☒ Yes
- ☐ No

Back

Next >

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
2. A photo showing the damaged merchandise, inside original box, with all of the original cushioning (Should show placement of merchandise inside box)

3. 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)

[Start a claim](#)

[Parcel Contents](#)

**Damage Details**

[Confirmation](#)

## Damage Details

Upload 3 photos of your parcel.

Single Upload


Batch Upload






First, take a picture of the outside (showing any damage)

If no damage, take a photo showing the top and two sides.





Then, take a picture of the damaged item and packaging material

Be sure to show how it was packed. Everything should be inside the package.





Finally, take a picture of the shipping label on the package

We need a close-up photo with a readable tracking number (usually starts with 1Z).

.jpg, .jpeg, .tif, .bmp, .pdf, .docx, .png only..Maximum file size: 10 MB per image

By uploading documentation, I agree to the [Claims on UPS.com Photo Submission Terms](#)

How was the package sealed?

Select One

What material was used for packing? \*

Select One

Reference # (optional)

Optional

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

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

## Review Your Claim.

Shipping Details [Edit](#)

Shipped From [Edit](#) Delivered To [Edit](#)

Package Contents [Edit](#)

Are any items missing?  
No

Merchandise Description	Number of Items	Cost per Item
Blue, Old Navy Shirt, Medium	1	\$0.00 USD

Merchandise Total:  
\$0.00 USD

Total Amount Requested:  
\$0.00 USD

Does your package contain hazardous materials, unknown chemicals, or firearms?  
No

Can the package be sealed and transported safely?  
Yes

Current location of the damaged package:  
Recipient's address

Damage Details [Edit](#)

Condition of damaged item(s):  
Detrit

Package type:  
Box

Was there damage to the outside of the package?:  
Yes

Was there damage to the outside of the package?:  
Yes

How was the package sealed?:  
Tape

What material was used for packing?:  
Airbags

Files:  
File Name  
File Name  
File Name  
File Name

Reference Information [Edit](#)

Reference # (optional):

Contact Information [Edit](#)

Company Name  
Contact Name  
Address  
Phone

Primary Contact Preference: Email

Email

Confirmation and Status Updates

Primary Email: Email

Submit [Cancel](#)

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).

## 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 complaints 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 complaint. However, bank details are mandatory to accept a claim offer and receive payment.
- 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; or
  2. After the approval of complaints and when submitting payment documents in which bank details are required, fields are required if this information was not provided when the complaint was first submitted.
- When submitting claims, bank information fields are displayed on the Package Contents screen.
- If you do not provide your bank details when submitting your claim, you can provide them at the time of acceptance 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.
- Third-party customers and recipients cannot enter 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 claim reports.
  - 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.

## Layout of the Claims Dashboard

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):
  - 1Z999999999999999999999999
  - 999999999999999999999999
  - T999999999999999999999999
  - 999999999999999999999999
- UPS Customer Number
- Inquiry Date
- Claim Status
- Status Details
- Actions (View Details for open or resolved claims or Action Required for claims that require more information)

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.

Date Range: Wednesday, September 11, 2024 - Tuesday, September 17, 2024

Filters

Date

Layout

Claim #	Tracking #	UPS Account Number	Inquiry
---------	------------	--------------------	---------

There are no results for the date range you have selected.

Select the columns you would like to add.

## Claims Dashboard

[Back to Claims Support](#) [Check Claim Status >](#)  
[Preferences](#)

3  
Total

1  
In Progress

1  
Approved

1  
Closed

[Submit Documents >](#)
[Start a Claim >](#)

filters ▾ Date ▾ Layout ▾

Claim #	Tracking
4	
	1218 17

Layout  
Default ▾

☐ Batch ID  
☐ Cancellation Reason  
☐ Check Number  
☐ Claim Amount  
☐ Claim Amount Currency  
☐ Claim Notification  
☒ Claim #  
☒ Claim Status

Batch Summary [Export Table](#)

Status	Status Detail	Actions
Issued	Claim Issued	<a href="#">view detail</a>
Age Search In Progress	Shipment Search In Progress	<a href="#">view detail</a>
Age Search Canceled	Investigation was cancelled	<a href="#">view detail</a>

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

☐ Paid Amount Currency  
☐ Paid Date  
☐ Purchase Order Number  
☐ Received By Name  

[Save as New >](#)
[Cancel](#)

Companies

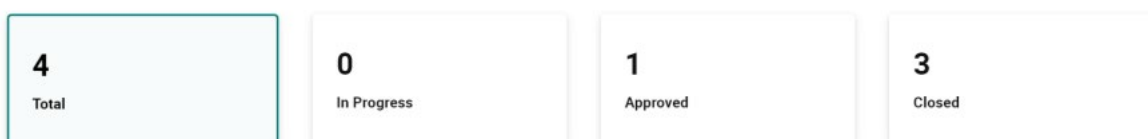
his c\*

fillment

## Status tiles of the claim dashboard

The tiles show where your complaints are in the complaint process

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



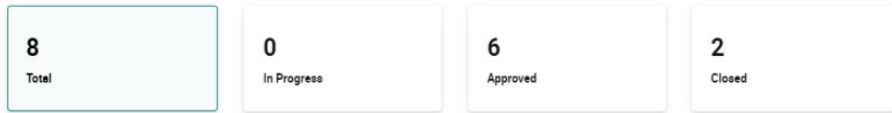
## Details about the status of the claim dashboard

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

# Claims Dashboard

[Back to Claims Support](#)  
[Preferences](#)

[Check Claim Status >](#)



[Submit Documents >](#)

[Start a Claim >](#)

Date Range: Tuesday, September 10, 2024 - Monday, September 16, 2024

[Filters](#) [Date](#) [Layout](#)

[Batch Summary](#) [Export Table](#)

Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
[REDACTED]	[REDACTED]	[REDACTED]	09/13/2024	Claim Review In Progress	Claim review in progress	<a href="#">View Detail</a>
[REDACTED]	[REDACTED]	[REDACTED]	09/16/2024	Claim Review In Progress	Claim review in progress	<a href="#">View Detail</a>

- 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 complaint details
  - If you are not the sender of the package, you will have limited visibility into the complaint details

## Check the status of your Claim

To check the status of your claim, enter a Tracking Number Or enter a Claim and Account Number.

[Back to Claims Support](#)

[View My Dashboard](#)

\* Indicates required field

☒ Tracking Number --OR-- ☐ Claim Number

Tracking Number \*

Are you the shipper of the package?

☐ No

[Continue >](#)

## Claim Detail

UPS Next Steps

We will send a Claim Form to the shipper.

Your Next Steps

If you have not yet provided your supporting documents to UPS, please do so now. You may send them online. Instructions are provided on the Claim Form. If you do not have a Claim Form you can download and print one by selecting Update Claim and Submit Documents below.

[View My Dashboard](#)

Claim Information

Check Claim Status:	Claim Issued
Status Detail	Claim Issued
Inquiry Date	06/29/2022 <a href="#">Upload Payment Document</a>
Claim Notification	<a href="#">View Notification</a>
Claim Type	LOSS
Role of Initiator	Reported by Shipper
Attached Documents	0

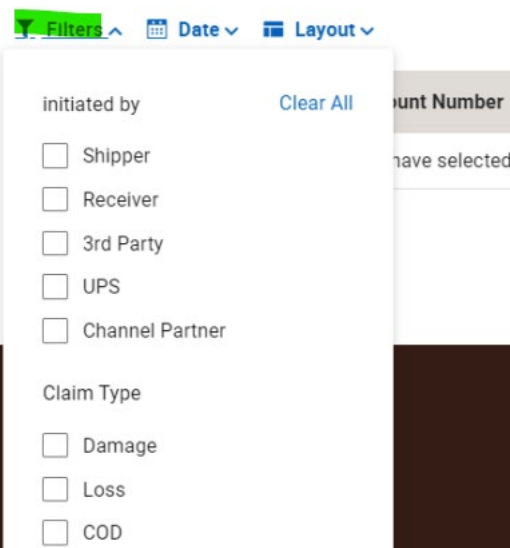
Note: Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

Reference Number

Merchandise Description	Number of Items	Cost per Item
Please DISREGARD this is a test for post-deployment verification June 29	3	33.00 USD

## Claims dashboard filter

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):

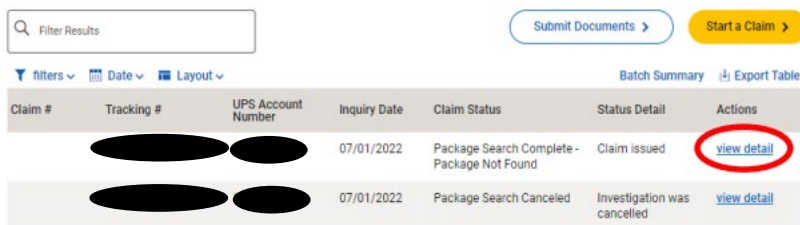
- ☐ Shipper
- ☐ Receiver
- ☐ Third
- ☐ UPS
- ☐ Distributors

#### You can also filter by type of loss:

- ☐ Loss
- ☐ Damage
- ☐ Collect on Delivery (COD)

## View Claim Details

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



Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
			07/01/2022	Package Search Complete - Package Not Found	Claim issued	<a href="#">view detail</a>
			07/01/2022	Package Search Canceled	Investigation was cancelled	<a href="#">view detail</a>

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

- If you have completed User Authentication, you will see all details available for that claim.
  - Depending on the status of your claim, you may also:
    - Update a Claim – Update the merchandise description and value of the 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
- If you are not able to complete User Authentication, you will see limited details for the claim, such as tracking number and inquiry date.

If you're eligible, the claim details page may contain links to:

- Update a Claim
- Canceling a claim
- Contestation of a claim

- Upload payment receipts
- Upload supporting documents
- View attached documents
- Show notifications (displays the last notification received)

## Claim Detail

**UPS Next Steps**  
We will send a Claim Form to the shipper.

**Your Next Steps**  
If you have not yet provided your supporting documents to UPS, please do so now. You may send them online. Instructions are provided on the Claim Form. If you do not have a Claim Form you can download and print one by selecting Update Claim and Submit Documents below.

[View My Dashboard](#)

**Claim Information**

Check Claim Status: Claim Issued  
Status Detail: Claim Issued  
Inquiry Date: 05/25/2022  
Claim Notification: View Notification  
Claim Type: LOSS  
Role of Initiator: Reported by Shipper  
Attached Documents: 0

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**

Merchandise Description	Number of Items	Cost per Item
Please DISREGARD this is a test for post-deployment verification June 29	3	33.00 USD

**Payment Information**  
Claim Amount: 99.00 USD

**Shipment Information**  
Tracking Number: [REDACTED]  
Packages in Shipment: 1  
Ship Date: 05/24/2022  
Delivery Date: 05/24/2022  
Weight: 2 LBS  
UPS Account Number: 180179  
Shipped From: [REDACTED]  
Shipped To: [REDACTED]  
Return To: [REDACTED]

[Update this Claim](#)  
[Cancel this Claim](#)

## Update Claim

[View My Dashboard](#)

Claim Number: [REDACTED]  
UPS Account Number: [REDACTED]  
Tracking Number: [REDACTED]

**Package Details**

**Merchandise Description 1** [Edit](#) [Duplicate](#)

Detailed Merchandise Description: Please DISREGARD this is a test for post-deployment verification June 29  
Number of Items: 3  
Currency: USD  
Cost per Item: 33.00

[Add another item to this claim](#)

Has a replacement shipment been sent?  
☐ Yes  
☒ No

[Save](#) [Cancel](#)

## Export claims 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
- The 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

Filter Results

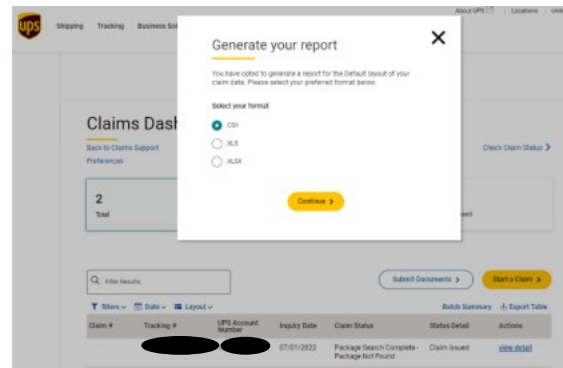
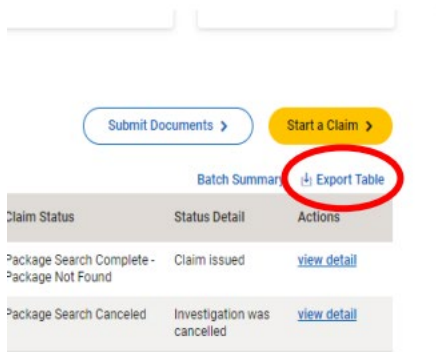
[Submit Documents](#) [Start a Claim](#)

[filters](#) [Date](#) [Layout](#) [Batch Summary](#) [Export Table](#)

Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
[REDACTED]	[REDACTED]	[REDACTED]	07/01/2022	Package Search Complete - Package Not Found	Claim issued	<a href="#">view detail</a>
[REDACTED]	[REDACTED]	[REDACTED]	07/01/2022	Package Search Canceled	Investigation was cancelled	<a href="#">view detail</a>

Click Export Table above the Actions column and select your format. All claims within the date range selected will be included in the exported table



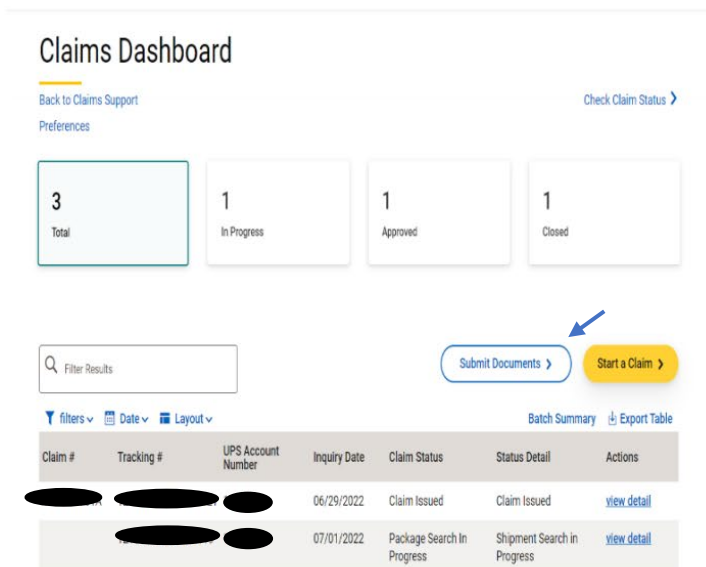


## Payment of claims

Information required to submit complaint 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 log book, or a copy of the freight bill

You can upload your documents in the claims dashboard.



### Upload Payment Document

[View My Dashboard](#)

To process your claim, you will need to provide payment documentation to UPS.  
Note: UPS accepts .JPG, .JPEG, .TIF, .TIFF, .BMP, .PDF, .DOC, .DOCX, and .PNG file formats. You must provide at least one document to complete submission. You can upload up to 20 documents per Claim Number.

Claim Number \*

UPS Account Number \*

What is your relationship to this package? \* [Help](#)

☐ I am the shipper of this package

☐ I am the recipient of this package

☐ I am a 3rd party

☐ I am a Channel Partner

[Upload Payment Document](#)

**Bank Information**

Outside the United States, you may provide bank information in the case that payment for your claim is approved.

☐ I would like to submit bank information.

[Add Another Claim Number](#)

I certify that the information provided in this submission for Claim Payment and all communications related to this Request, including but not limited to statement as to the actual content and value of items that have been lost or damaged, are true and accurate to the best of my knowledge, and that this Request has been submitted in good faith.

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".

## Batch Uploads

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 complaints, additional batch files can be created. Claims for loss and damages may be included in the same batch submission.

To submit a collective application:

- On the "Initiate Complaint Procedure" page, click "Batch Claims File Template" 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 complaint (max. size 1 MB per Upload)



## Start a Claim

Looking for an existing claim? [View claims dashboard.](#)

What sort of claim would you like to submit?

- ☐ Single Claim
- ☒ Batch file of multiple claims (minimum of 10, maximum of 1000)

Who are you in relation to the package? \* [?](#)

- ☒ Shipper
- ☐ Channel partner

Download the batch claims file template and learn how to structure your file.

[Batch Claims File Template](#)

Select the batch file to upload.

[+ Browse for File](#)

Email

Email

Submit >

[Cancel](#)

# Frequently asked questions about claims

## **How can I prevent damage and loss of packages?**

Research shows that damaged or lost packages that lead to a complaint 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 complaint?**

Visit [www.ups.com/claims](http://www.ups.com/claims) 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 create a

Submit a complaint as a guest. Further processing and, if necessary, However, refunds are generally made with the sender.

## **How long do I have to report a claim?**

For domestic shipments, you must report any damage immediately, no later than 7 days, and loss within sixty days of the actual/planned delivery date. In the case of international shipments, damage must be submitted within 14 days of delivery of the package or pallet or, in the event of non-delivery, within sixty days of the expiry of a reasonable period of time for delivery.

## **Is there a way to change complaint 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. If you have specified a higher value, please prove this with appropriate evidence.

## **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.

# General questions about claims

## What information/documents are required to file a claim?

Information required to submit complaint 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 pyjama 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
  - 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)
- A copy of the shipping receipt, collection log book, or a copy of the bill of lading

## What file formats does the ups.com claims dashboard support?

The Complaints application supports the following file formats:

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

## How long does the claim process take?

Once you have submitted payment documents, it takes an average of 8-15 business days to process.

Once an application 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).

Providing as many details as possible will help speed up the process, as will photo documentation if it's a case of damage.

## What do the different statuses mean?

- Complaint issued: The complaint has been issued and the documents have been sent to the registered sender. If you are the shipper, you will need to upload an invoice showing the cost of repairing or replacing the item and verify that all the information on file is correct in order to be paid. From the claims dashboard, select "View Details", and then select "Upload Payment Receipts".
- Shipping inspection scheduled: UPS has scheduled an inspection of the damaged package. Inspection status updates will appear on your dashboard as they become available.
- Complaint Notification – Receipts Received: Your submitted documents or photos have been successfully uploaded to your application.
- Claims review in progress: Your claim will be reviewed by our claims department.
- Claims review completed: Your claims investigation is complete, and the results of the investigation will be available shortly.
- Claim Not Approved – Insufficient Description: UPS requires a detailed description of the goods to complete the investigation. An icon appears in the dashboard to alert you to further actions that need to be taken.

- **Claim Not Approved - Unable to Contact Recipient:** UPS requires accurate contact information of the recipient to complete the investigation. An icon appears in the dashboard to alert you that further action is needed.
- **Payment for your claim has been processed:** The payment details are available on the dashboard for the authenticated shipper or shipper-designated agent.

### **What are "payment receipts"?**

The applicant must upload their payment documents within 9 months of the scheduled delivery date for domestic shipments. For international shipments, the applicant has 8 months, but this may vary depending on the country.

### **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 [www.ups.com/claims](http://www.ups.com/claims) and visit your claims dashboard to view up to 270 days' history.

### **Where can I find more information about claims?**

Visit [www.ups.com/claims](http://www.ups.com/claims) for more information.

## **Troubleshooting the Claims Dashboard**

### **Why can't I submit my application to [UPS.com](http://UPS.com) ?**

- **Shipper Restriction** – The shipper of your package has a restriction on the account that does not allow recipients or third parties to begin the claim process. Contact the shipper 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).
- **UPS Ground Saver Packages** - Complaints for UPS Ground Saver packages will be accepted for packages delivered by us. However, once the exception scan is captured, indicating that the package has been handed over to the post office, complaints will no longer be accepted.
- **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** - The submission of a claim must be made in a timely manner.
- **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 application 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.

# Frequently asked questions about IBAN and BIC numbers

## **Is it mandatory for me to provide my bank details?**

You will need to provide your bank details in order 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 application and submitting payment documents. This improvement allows for faster processing of complaints, 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.