



Cargo Claims System User Guide

Cargo Section



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1. Access from Cathaycargo.com

Step 1: Go to "Manage your shipment"

Step 2: Select "Cargo Claims"

CATHAY CARGO	Manage your shipment	Our solutions	Help & support	Top stories	Membership			Sign in / up	\sim
Manage your shipment →									
Track your shipment									
Arrivals and departures									
Check flight availability									
Check flight schedule									
Check loadability									
Cargo Claims									
Rate and booking									
Fly Greener cargo									
		SHIPPIN	G A WORLD	OF POSSI				1	ß
		WE	KNO	N HC	OW OD				÷
🕅 Click & Ship	→ Ch	eck Flight Avalia	ability +	😌 Track (and Trace	+	 Station Capabilities 	5	

2. Access from Ezycargo.com

Step 1: Log in with Company ID, User ID and Password



Step 2: Go to "Airline"

Step 3: Select "Cargo Claims"

Ez Ca	y rgo ^m			Ç	🗹 Mail 🔔 News
	Booking	Operation	Terminal		Airline
N V O F F S S E	Cathay Pacific Airways (CX) Click & Ship Rate Sheet Download Rate Sheet Download (TRN) Flight Schedule Shipment History E-Adhoc AD Ticket Careo Claims				3

CATHAY CARGO

3. Preliminary Claim Submission - Cargo

Step 1: Select "Claim Form" under Preliminary Claim section

ns
Cargo Claims
Preliminary Claim
Claim Form
Formal Claim
<u>Claim Form</u>

Step 2: Select "Cargo"

New Service Request: Pre-Claim
Type of Shipment () Select Select Cargo Linex Note: 1. You will receive the reference number via email indicated above. 2. This is a preliminary claim only. It is subject to assessment by the carrier and does not imply the carrier's acceptance of liability. Our rights are expressly reserved. Please refer to the carrier's conditions of carriage for cargo on the carrier's website for more details. 3. Please be advised that it is voluntary for you to supply to Cathay Pacific Airways Limited ("CPA") your personal data. All personal data provided in this form will only be used for purposes which are directly related to Claims handling. The personal data collected in this form would only be shared with third parties related to Claims handling and will be retained until the completion of Claims process. You have the right to request access to and correction of your personal data provided in this form. Request for access or correction of personal data related to Claims handling and will be retained until the completion of Claims process. You have the right to request access to and correction of your personal data in this form. Request for access or correction of personal data related to Claims handling should be made in writing to cargodpo@cathaypacific.com. Your personal data would be processed in alignment with Cathay Pacific Cargo Privacy Policy. Please note that this email address (cargodpo@cathaypacific.com) is NOT for claims and shipment enquires. For claims related issues, please contact local CX office.



Step 3: Complete the form, fields with (*) in the form are mandatory to fill in.

- 1. Enter Master Air Waybill number
- 2. Choose "Yes" or "No" for claiming with or without House Air Waybill

v Service Request: F	Pre-Claim
	Type of Shipment ⑦ * Cargo ~
Master Air Waybill No. *	Claim with House Air Waybill?*
e.g. 160-19462936	Yes ○ No 2
 If yes, i. Enter Hous ii. Select Clair 	e Air Waybill number n Reason
Master Air Waybill No. *	Claim with House Air Waybill?*
e.g. 160-19462936	Yes No
House Air Waybill No. *	Claim Reason *
1	Select ii v 🗊
Add	
o lf no	
i. Select Clair	n Reason
Master Air Waybill No. *	Claim with House Air Waybill?* Claim Reason*

- 3. Describe the loss or damage that has occurred
- 4. Enter your reference number
- 5. Enter your company name
- 6. Enter your email address
- 7. Confirm your email address

2		
Description Data description		
Remaining: 2000 characters		
Remaining: 2000 characters Customer Reference No.		
Remaining: 2000 characters Customer Reference No.		
Remaining: 2000 characters Customer Reference No.		
Remaining: 2000 characters Customer Reference No. 4 Claimant Name *	Email Address *	Confirm your email address *



Step 4: Submit the preliminary form by clicking "Submit" button

Note:

- 1. You will receive the reference number via email indicated above.
- This is a preliminary claim only. It is subject to assessment by the carrier and does not imply the carrier's acceptance of liability. Our rights are expressly reserved. Please refer to the carrier's conditions of carriage for cargo on the carrier's website for more details.
- 3. Please be advised that it is voluntary for you to supply to Cathay Pacific Airways Limited ("CPA") your personal data. All personal data provided in this form will only be used for purposes which are directly related to Claims handling. The personal data collected in this form would only be shared with third parties related to Claims handling and will be retained until the completion of Claims process. You have the right to request access to and correction of your personal data provided in this form. Request for access or correction of personal data related to Claims handling should be made in writing to cargodpo@cathaypacific.com. Your personal data would be processed in alignment with Cathay Pacific Cargo Privacy Policy. Please note that this email address (cargodpo@cathaypacific.com) is NOT for claims and shipment enquires. For claims related issues, please contact local CX office.

Submi

4. Preliminary Claim Acknowledgement

Upon successful submission, you will find the confirmation details with designated reference number on the following page. At the same time, an acknowledgement email with the same reference number will be sent to your email address provided in the claim form.

Confirmation Details		[Start a new Pre-Claim
Thank you for your submission.			
Master Air Waybill No.: Received Date:			
House Air Waybill No.	Reference Number	Claim Reason	
Disclaimer: This is a preliminary claim only. It is subjec reserved. Please refer to the carrier's conditions of car	ct to assessment by the carrier and does not imply the ca rriage for cargo on the carrier's website for more details.	rrier's acceptance o	f liability. Our rights are expressly

Note: You may start a new claim by clicking the button "Start a new Pre-Claim" on top right corner.





5. Formal Claim Submission – Cargo

Step 1: Go to "Claim Form" under Formal Claim section

Manage Your Shipment Cargo Claim	8
Track Your Shipment	Cargo Claims
Arrivals & Departures	
Check Flight Availability	Preliminary Claim
Check Flight Schedule	Claim Form
Check Loadability	
Rate and Booking	
▼ Cargo Claims	Formal Claim
	<u>Claim Form</u>

Step 2: Select "Cargo"

<image/> <section-header><section-header><section-header><section-header><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></section-header></section-header></section-header></section-header>	New Service Request: Formal Claim
	<image/> <form><section-header><section-header><section-header><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></section-header></section-header></section-header></form>



Step 3: Complete the form, fields with (*) in the form are mandatory to fill in.

- 1. Enter Master Air Waybill number
- 2. Choose "Yes" or "No" for claiming with or without House Air Waybill

w Service Request	: Formal Claim	
	Type of Shipment ⑦ * Cargo ~	
Master Air Waybill No. *	Claim with House Air Waybill?*	
0.0.160.10462026	() Yes () No	
e.g. 160-19462936 o If yes, i. Enter Ho	ouse Air Waybill number	
e.g. 160-19462936 o If yes, i. Enter Ho Master Air Waybill No. *	O Yes No 2	House Air Waybill No. *

- 3. Enter the total piece(s) of claim item(s)
- 4. Enter the total weight (kg) of claim item(s)
- 5. Enter the carton number, if any
- 6. Enter the description of claim item(s)
- 7. Enter the piece(s) of claim item(s)
- 8. Enter the currency of claim amount. Alternatively, you may press "up" or "down" arrow keys to open the dropdown list and select the appropriate currency code.
- 9. Enter the claim amount, with maximum 2 decimal places
- 10. Select the claim reason
- 11. Describe the loss or damage that has occurred

	3 pier	up to 2 d.p.	4 kg(s)			
Claim Amo	unt Breakdown					
Carton N	No. Description / Pa	art No. *	Piece *	Currency *	Claim Amount *	
1				Select	up to 2 d.	ŵ
			6 7		IL' (9)	<u> </u>
	D					
Add	0					
Add						
Add Claim Reason	3					
Add Claim Reason Select	10	~				
Add Claim Reason Select Description of	10 f Loss/Damage	~				
Add Claim Reason Select Description of	1 f Loss/Damage	~				
Add Claim Reasor Select Description of	10 f Loss/Damage	~				



- 12. Enter your reference number
- 13. Enter our (CX) reference number of preliminary claim of the shipment, if any
- 14. Enter your company name
- 15. Select your role in this case

Customer Reference No.	Preliminary Claim Case I	D
12	PC-	13
Claimant Name *	What is your role in this o	ase?*

If you are the Shipper Representative or Consignee Representative, ii. Enter the name of your client

Claimant Name *	What is your role in this case? *	Please	specify your client name *	
e.g. ABC COMPANY	Shipper Representative	e.g. X	YZ COMPANY	i

- 16. Select your title
- 17. Enter your name
- 18. Enter your email address
- 19. Confirm your email address
- 20. Enter your mailing address

Contact Person (Title) *		Contact Person (Name) *
Select 16	\sim	e.g. MARY 17
Email Address *		Confirm your email address *
18		19
Mailing Address		-
Address line 1		
Address line 2		
Address line 0		
Address line 3		
City/State		

21. Click "Next" to proceed to upload documents

 Please ensure the 	form is completed with	sufficient information,	you cannot modify the	form once clicked 'Next'	
2. Please prepare &	attach all supporting doc	cuments on next page			



Step 4: Upload supporting documents

a. Guide on Claimant's Supporting Documents

You may click "*here*", the linkage to view the list of recommended documents to provide for your claim, subject to the claim reason.

New Service Request: For	rmal Claim				
Master Air Waybill No. 160-57174003	House Air Waybill No. HAWB				
Attachment Click <mark>here</mark> o view 'Guide on Claimant's Sup	porting Documents'				
Required Documents	Damage / Wet Damage	Missing	Mortality	Pilferage	Delay

Required Documents	Damage / Wet Damage	Missing	Mortality	Pilferage	Delay
MAWB copy	~	~	~	~	~
HAWB copy	~	~	~	~	~
House manifest	•	~	¥	¥	~
Delivery receipt	~	~	v	~	~
Cargo damage report	~		~	~	
Carrier's correspondence & report	~	~	•	~	~
Local authority report	~		•		
Preliminary claim to the carrier	~	•	•	¥	~
Authorization letter	~	•	•	•	~
Cession of Rights	~	~	~	~	~
Subrogation receipt	~	~	~	~	~
Invoice	~	~	~	~	~
Packing list	~	~	~	~	~
Survey report	~		~	~	
Photographs	~		~	~	
Testing or Inspection report	~		~		
MSDS/TDS etc	~				
Temperature records	~		~		
Repair invoice	~				
Salvage receipt	~		~		
Destruction certificate	v		~		
Other supporting evidence	~	~	~	~	~
				Ck	ose



b. Upload file

1. Click on button "Attach File"



2. Click "Select file(s)" to upload file from your own device or drag & drop files to this window



- 3. Update File Name (if necessary)
- 4. Select the category
- 5. Click "Attach" to upload the documents

	Drag and drop files here	
	OR Select file(s)	
Name* 3	File	Category 4
Photo	Photo.PNG	Photographs V
Claim Letter	Claim Letter.pdf	Claim Document 🗸 🏢
Invoice	Invoice.pdf	
Packing List	Packing List.docx	Packing List V
Cancel		5 Attach



c. Note

- Support file formats are JPG, JPEG, HEIC, TIF, PNG, DOC, DOCX, XLS, XLSX, CSV, PDF, MSG, EML, PPTX, PPT, MP4, AVI, WMV, MOV
- Total Max. 50 MB of files are allowed to upload (No limits on the number of files)
- Max. 10 MB of a single file

Step 5: Submit the formal claim form by clicking "Submit" button

1	This is a formal claim only. It is subject to assessment by the carrier and does not imply the carrier's acceptance of liability. Our rights are expressly reserved.Failure to provide adequate information or documentation will delay the claims process and may affect the outcome of your claim. Please refer to the carrier's conditions of carriage for cargo on the carrier's website for more details.
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Confirmation Details	Start a new Formal Claim
Thank you for your submission.	
Master Air Waybill No.:	
House Air Waybill No.:	
Received Date:	
Claim Reason:	
Reference Number:	
Disclaimer: This is a formal claim only. It is subject to assessment by the carrier and does not imply the carrier's accept reserved. Failure to provide adequate information or documentation will delay the claims process and may affect the or carrier's conditions of carriage for cargo on the carrier's website for more details.	ptance of liability. Our rights are expressly putcome of your claim. Please refer to the

Note: You may start a new claim by clicking the button "Start a new Formal Claim" on top right corner.

Start a new Formal Claim