



UPS Capital®

upscapital.com

Flexible Parcel Insurance Claims

Frequently asked questions

Our goal is to make the claims process as easy as possible for you. The following tips should help you manage the necessary steps to initiate a claim and receive prompt payment. We've also provided helpful suggestions on ways you can package and protect your shipments.

WHO DO I CALL IF I NEED HELP?

- Please contact the UPS Capital® Customer Relations Group at 1-877-263-8772.

WHAT SHOULD I DO WHEN I HAVE A CLAIM?

- In the event you experience a lost or damaged UPS® package shipment, the first step is to notify UPS of the loss. Electronic notification is recommended through the UPS online portal at: www.ups.com/claims.
- Once your claim is established, you will receive claim paperwork. It is critical to promptly complete and return the documents. Documents should be emailed to the claims team at upscapitalflexclaims@ups.com, or faxed to 888-458-7703. Incomplete submission of the documents can delay claim payment.

Tips to ensure prompt payment on a claim:

- Return all claim forms and documents promptly and completely.
- Provide a valid email address, contact name and phone number with claim submission.
- Note if the damaged merchandise is repairable or damaged beyond repair.
- Retain damaged merchandise, as failure to do so could result in a delay or impact claim payment.
- Submit the invoice you have provided to your customer to show the value of the damaged/lost merchandise. This is necessary to determine claim payment amount.

WHAT SHOULD I DO IF UPS DENIES, CLOSES, OR DELAYS MY CLAIM?

- If for some reason you receive a claim denial letter from UPS, notice of closed claim, or delayed response to your initial inquiry, please contact the UPS Capital Customer Relations Group at 1-877-263-8772 or email upscapitalflexclaims@ups.com.

HOW CAN I UPDATE OR VIEW THE STATUS OF A CLAIM?

- You can monitor the status of your claim, submit documents in support of a claim, or cancel a claim from the 'Check Status' page after you login to the UPS claims center:
 - Log in [here](#).
 - https://wwwapps.ups.com/webClaims/status?loc=en_US.

WHO CAN REPORT A DAMAGED OR LOST PACKAGE?

- While either the shipper or receiver of the package can contact UPS to report a damaged or lost package, we encourage the shipper to report package problems.

HOW LONG DO I HAVE TO REPORT A PACKAGE PROBLEM?

- You can report a lost or damaged package online up to five months after the date of expected delivery.

WHAT SHOULD I DO WITH THE DAMAGED PACKAGE?

- You should retain the original carton, its contents and all packaging materials until advised otherwise.

HOW LONG DOES THE CLAIM PROCESS TAKE?

- When UPS has reviewed the claim documentation and approved the claim, the payment is typically issued or mailed to the shipper of record within three to five business days.

HOW CAN I ENSURE QUICK PAYMENT ON LOSS CLAIMS?

- Promptly report a lost shipment and provide valid contact numbers for you and your customer.
 - Electronic notification is recommended through the UPS online portal at: www.ups.com/claims.
 - Or contact the UPS Capital Customer Relations Group at 1-877-263-8772.
- Provide a clear and distinct merchandise description at the time of reporting.
- Return all claim forms promptly with fields and attachments completed in full.
- Include proof of value with your claim paperwork, such as an invoice to your customer or your vendor invoice. This should include the sales price to your customer or replacement cost of the lost merchandise.
- Provide a contact name, valid email address, and phone number on your "Request for Claim Payment" form.

HOW CAN I ENSURE QUICK PAYMENT ON DAMAGED PACKAGE CLAIMS?

- Promptly report a damaged shipment and provide valid contact numbers for you and your customer.
 - Electronic notification is recommended through the UPS online portal at: www.ups.com/claims. You may also contact the UPS Capital Customer Relations Group at 1-877-263-8772.
- Return all claim forms promptly with fields and attachments completed in full.
- Always retain damaged merchandise. Failure to do so can result in a delay or impact claim payment.
- You or your customers should take photos at the time the damage is reported. Photos need to include all sides of the outer box, a readable photo of the tracking label, all internal cushioning, and the damaged merchandise.
- An inspection by a UPS representative might be required. UPS will prepare a damage inspection report and contact the shipper of record with the results of the inspection.

HOW CAN I ENSURE QUICK PAYMENT ON DAMAGED PACKAGE CLAIMS? (CONT.)

- UPS will provide the shipper with a damage claim number as soon as the damage is reported online.
- Wait for the UPS Damage Call Tag to be issued to the receiver before you send your customer a return label as this may cause delays or even cause non-payment.
- Note if the damaged merchandise is repairable or damaged beyond repair. If repairable, please provide a repair quote with a breakdown of parts and labor.
- Include proof of value with your claim paperwork, such as an invoice to your customer or your vendor invoice. This should include the sale price to your customer or replacement cost of the merchandise that was damaged.
- Provide a contact name, valid email address, and phone number on your "Request for Claim Payment" form.

HOW DO I REPORT AN UNCOLLECTED C.O.D. CLAIM?

- Only the shipper of record can report an uncollected C.O.D. for delivered packages.
- Once you notify your carrier, you can check the status of your claim.
- For UPS packages:
 - Report a claim via online at: <https://wwwapps.ups.com/webClaims/create>
 - It is essential that the shipper supplies UPS with documentation as requested in the claim letter.
 - A C.O.D. search will be performed by UPS. This will include sending a UPS driver to investigate the missing C.O.D. The C.O.D. follow-up process usually takes about seven business days.
 - A Damage/Loss Notification claim letter will be emailed, faxed or mailed to the shipper of record. UPS will not send the claim letter to a receiver.
 - Once a claim has been approved, the payment will be processed. Typically, claim checks are mailed to the shipper's billing address on file three to five business days after UPS receives the required documentation.

HELPFUL THINGS TO KNOW BEFORE YOU SHIP

- Declaring shipment value in the declared value field will ensure you actually receive insurance coverage.
- If you send residential packages valued at \$5,000 or more, indicate "signature required" when manifesting to ensure coverage of items.
- Coins, currency, unset precious stones, art, money orders, etc. are not typically covered; be sure to ask before shipping.

PACKAGING TIPS TO MINIMIZE LOSS AND DAMAGE

- Understand how goods move within your carrier's network and what you can do to help improve the chances of a damage-free delivery.
- Use a box strong enough to support the weight of the contents.
 - Never exceed the maximum gross weight limit for the box, which is usually printed on the box maker's certificate on the bottom flap of most boxes.

PACKAGING TIPS TO MINIMIZE LOSS AND DAMAGE (CONT.)

- Properly cushion contents.
 - Use at least two inches of appropriate cushioning material to protect items from each other and the corners, sides top and bottom of the box.
 - Fragile items such as electronics, glass, ceramics, and artwork need separation from each other and from the corners, sides, top, and bottom of the box. Consider additional cushioning or a double (over) box.
- Purchase boxes that have the appropriate burst strength for the weight of the goods.
 - Heavier items should have a higher burst test rating.
- Reinforce package edges to protect from collapse.
 - Consider increasing the strength of the box or using angle-board (V-board) to increase the beam strength of the package.
- Securely seal contents at risk of leakage.
- Securely seal package closures and seams with reinforced tape:
 - Pressure-sensitive plastic tape that is least two inches wide
 - Nylon-reinforced filament tape that is at least two inches wide
 - Water-activated reinforced tape that is at least three inches wide
- Include complete address information and telephone numbers on the label.



UPS Capital®

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