



Cargo Claims System User Guide

Cargo Section

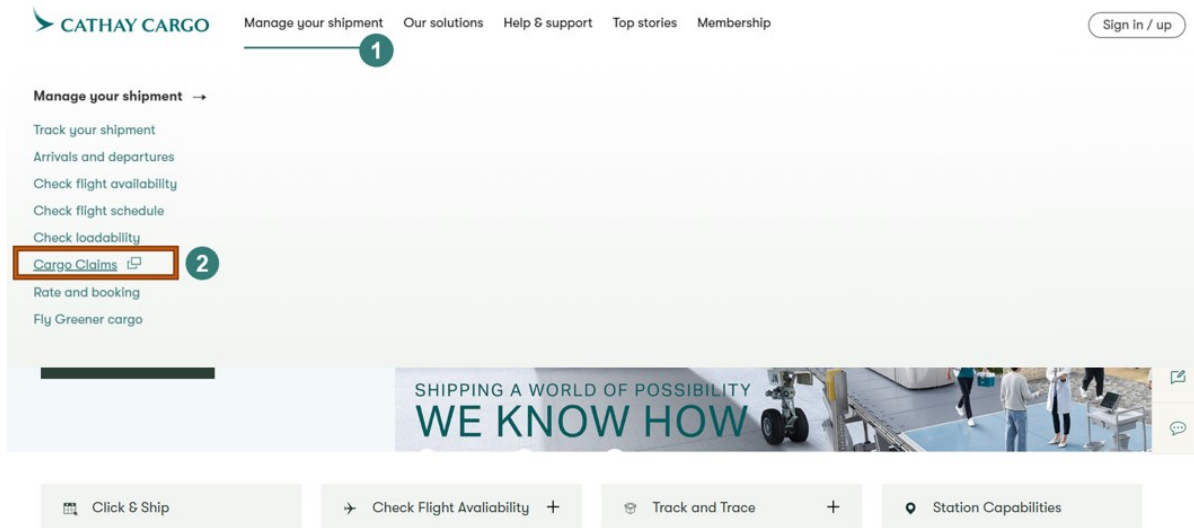
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1. Access from Cathaycargo.com

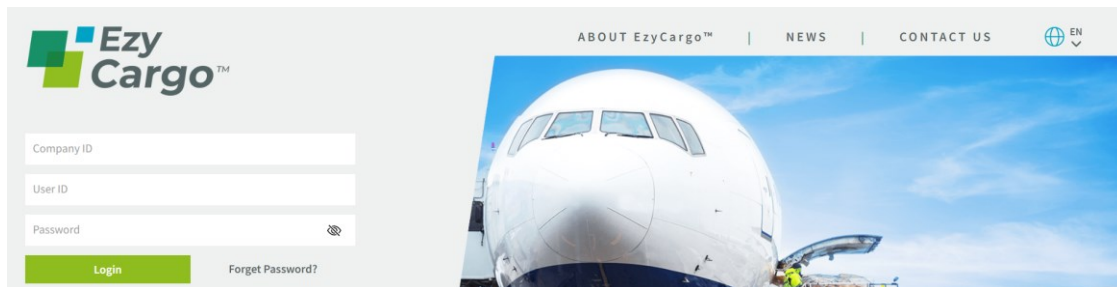
Step 1: Go to “Manage your shipment”

Step 2: Select “Cargo Claims”



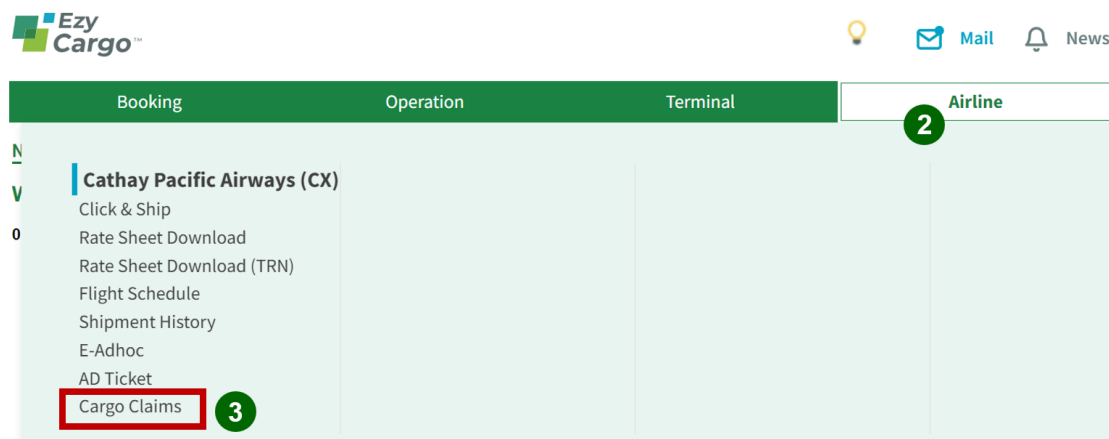
2. Access from Ezycargo.com

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



Step 2: Go to “Airline”

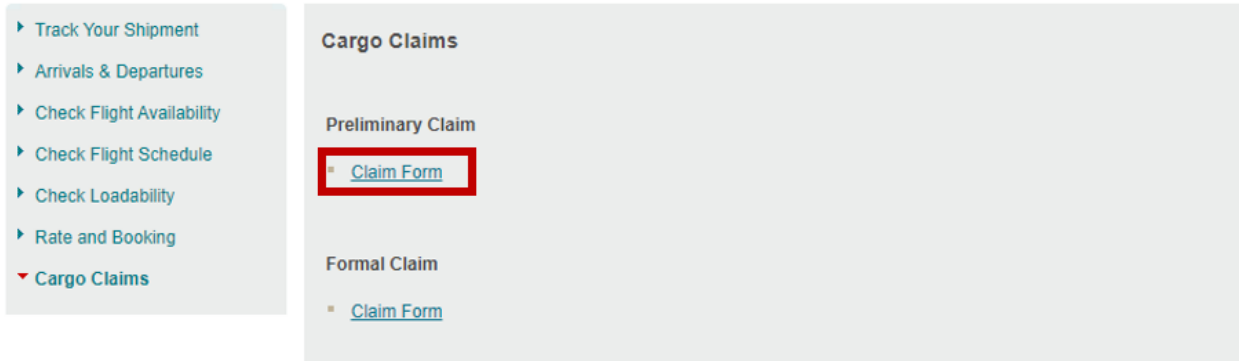
Step 3: Select “Cargo Claims”



3. Preliminary Claim Submission - Cargo

Step 1: Select “Claim Form” under Preliminary Claim section

Manage Your Shipment ▶ Cargo Claims



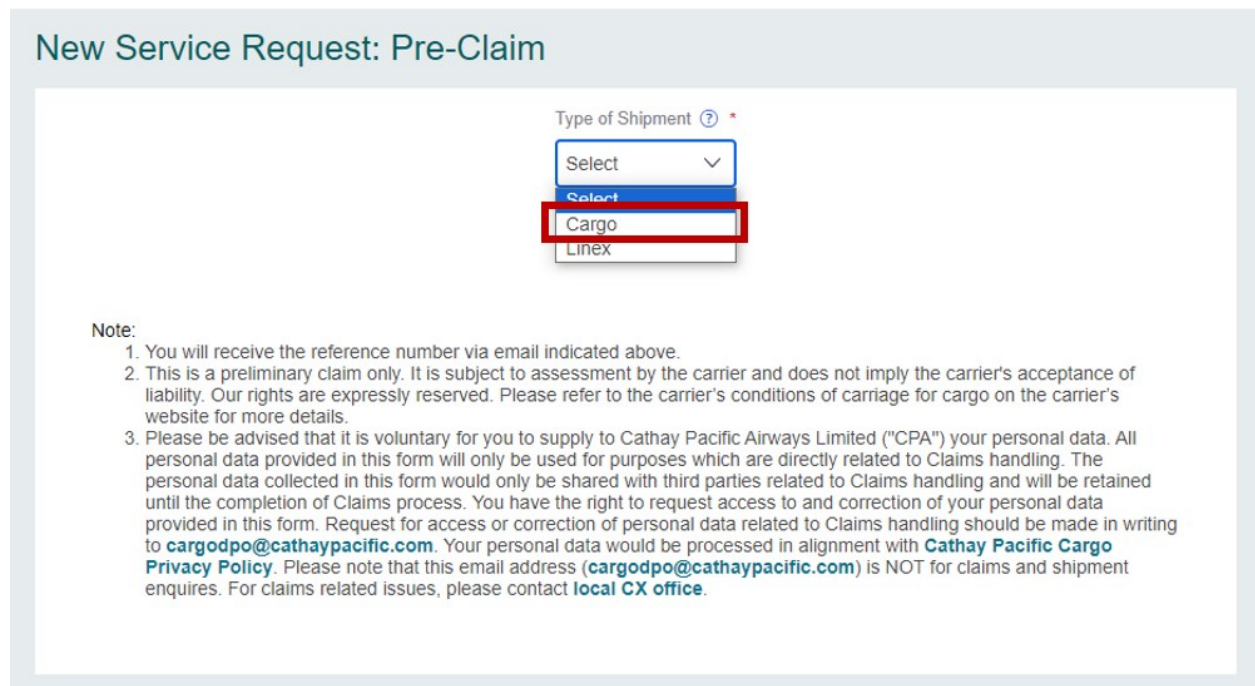
▶ Track Your Shipment
▶ Arrivals & Departures
▶ Check Flight Availability
▶ Check Flight Schedule
▶ Check Loadability
▶ Rate and Booking
▼ Cargo Claims

Cargo Claims

Preliminary Claim
▪ [Claim Form](#)

Formal Claim
▪ [Claim Form](#)

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 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

New Service Request: Pre-Claim

Master Air Waybill No. *

 1

Type of Shipment ⓘ *

Cargo
▼

Claim with House Air Waybill? *

Yes No 2

- If yes,
 - i. Enter House Air Waybill number
 - ii. Select Claim Reason

Master Air Waybill No. *

Claim with House Air Waybill? *

Yes No

House Air Waybill No. *	Claim Reason *
<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> i	<div style="border: 1px solid #ccc; padding: 2px;"> Select... ▼ </div> ii

Add

- If no,
 - i. Select Claim Reason

Master Air Waybill No. *

Claim with House Air Waybill? *

Yes No

Claim Reason *

Select... ▼

i

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

Description of Loss/Damage

Remaining: 2000 characters

Customer Reference No.

Claimant Name *

e.g. ABC COMPANY
5

Email Address *

6

Confirm your email address *

7

Step 4: Submit the preliminary form by clicking “Submit” button

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Submit

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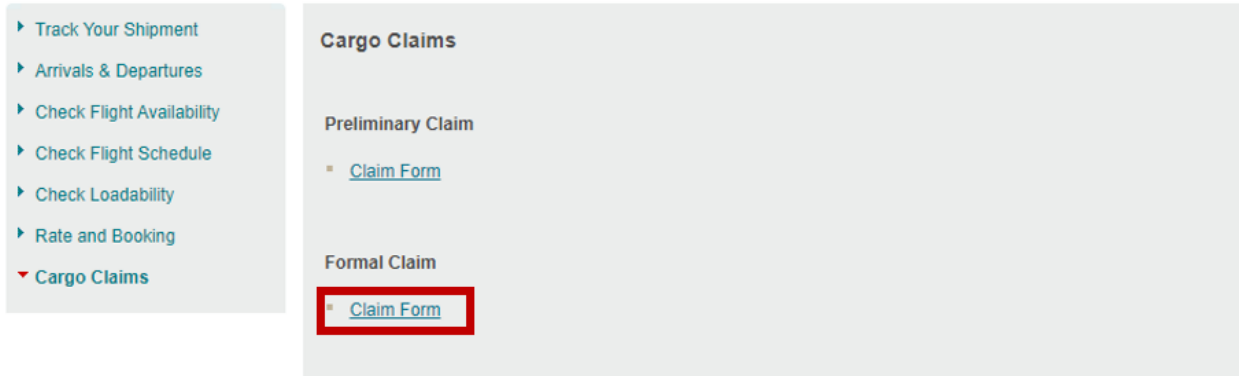
Note: You may start a new claim by clicking the button “Start a new Pre-Claim” on top right corner.

Start a new Pre-Claim

5. Formal Claim Submission – Cargo

Step 1: Go to “Claim Form” under Formal Claim section

Manage Your Shipment ▶ Cargo Claims



Cargo Claims

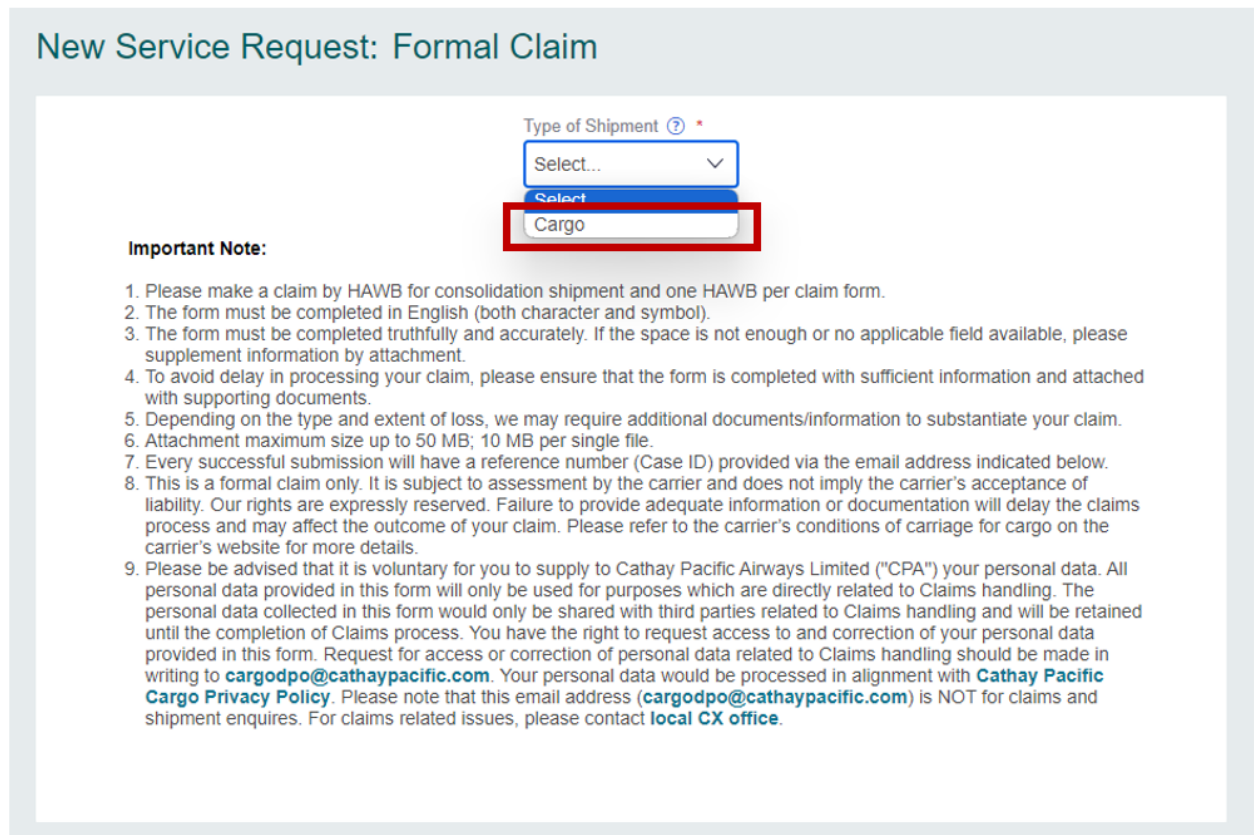
Preliminary Claim

- Claim Form

Formal Claim

- Claim Form

Step 2: Select “Cargo”



New Service Request: Formal Claim

Type of Shipment ? *

Select...

Select

Cargo

Important Note:

1. Please make a claim by HAWB for consolidation shipment and one HAWB per claim form.
2. The form must be completed in English (both character and symbol).
3. The form must be completed truthfully and accurately. If the space is not enough or no applicable field available, please supplement information by attachment.
4. To avoid delay in processing your claim, please ensure that the form is completed with sufficient information and attached with supporting documents.
5. Depending on the type and extent of loss, we may require additional documents/information to substantiate your claim.
6. Attachment maximum size up to 50 MB; 10 MB per single file.
7. Every successful submission will have a reference number (Case ID) provided via the email address indicated below.
8. 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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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

New Service Request: Formal Claim

Type of Shipment ? *

Cargo

Master Air Waybill No. *

Claim with House Air Waybill? *
 Yes No

- o If yes,
 - i. Enter House Air Waybill number

Master Air Waybill No. *

Claim with House Air Waybill? *
 Yes No

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

Total Claim Piece(s) *
 piece(s)

Total Claim Weight (kg) *
 kg(s)

Claim Amount Breakdown

Carton No.	Description / Part No. *	Piece *	Currency *	Claim Amount *
1	<input style="width: 90%; border: 1px solid #ccc;" type="text"/>	<input style="width: 50%; border: 1px solid #ccc;" type="text"/>	<input style="width: 50%; border: 1px solid #ccc;" type="text" value="Select..."/>	<input style="width: 90%; border: 1px solid #ccc;" type="text" value="up to 2 d.p."/>

Claim Reason *

Description of Loss/Damage

Remaining: 2000 characters

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 ID
<input type="text" value=""/>	PC- <input type="text" value=""/>
Claimant Name *	What is your role in this case? *
<input type="text" value="e.g. ABC COMPANY"/>	<input type="text" value="Select..."/>

- o 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 *
<input type="text" value="e.g. ABC COMPANY"/>	<input type="text" value="Shipper Representative"/>	<input type="text" value="e.g. XYZ COMPANY"/> ii

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) *
<input type="text" value="Select..."/>	<input type="text" value="e.g. MARY"/>
Email Address *	Confirm your email address *
<input type="text" value=""/>	<input type="text" value=""/>
Mailing Address	
<input type="text" value="Address line 1"/>	
<input type="text" value="Address line 2"/>	
<input type="text" value="Address line 3"/>	
<input type="text" value="City/State"/>	
<input type="text" value="Country"/>	

21. Click "Next" to proceed to upload documents

Before going to next step...

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

21 [Next](#)

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: Formal Claim

Master Air Waybill No. 160-57174003	House Air Waybill No. HAWB
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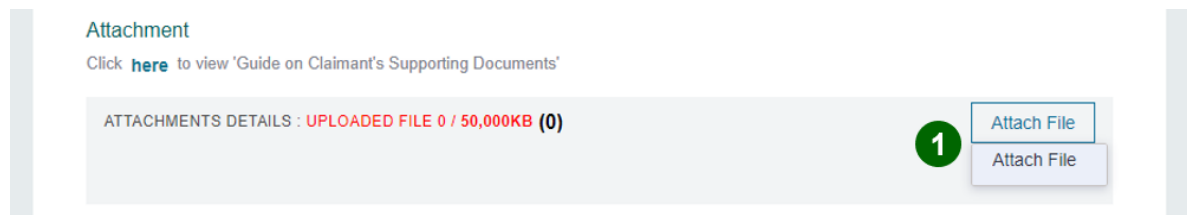
Attachment
Click [here](#) to view 'Guide on Claimant's Supporting Documents'

Required Documents	Damage / Wet Damage	Missing	Mortality	Pilferage	Delay
MAWB copy	✓	✓	✓	✓	✓
HAWB copy	✓	✓	✓	✓	✓
House manifest	✓	✓	✓	✓	✓
Delivery receipt	✓	✓	✓	✓	✓
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	✓		✓		
Other supporting evidence	✓	✓	✓	✓	✓

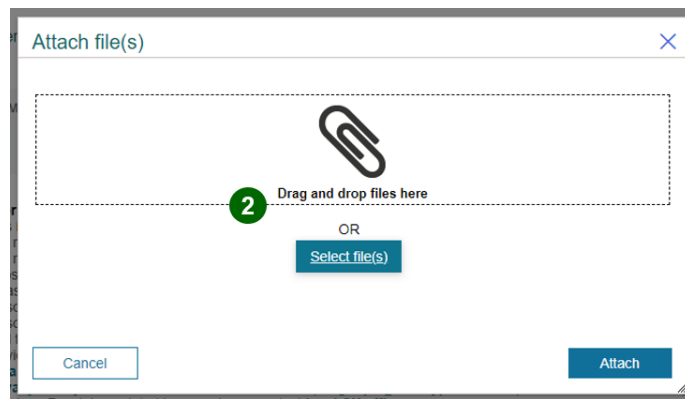
Close

b. Upload file

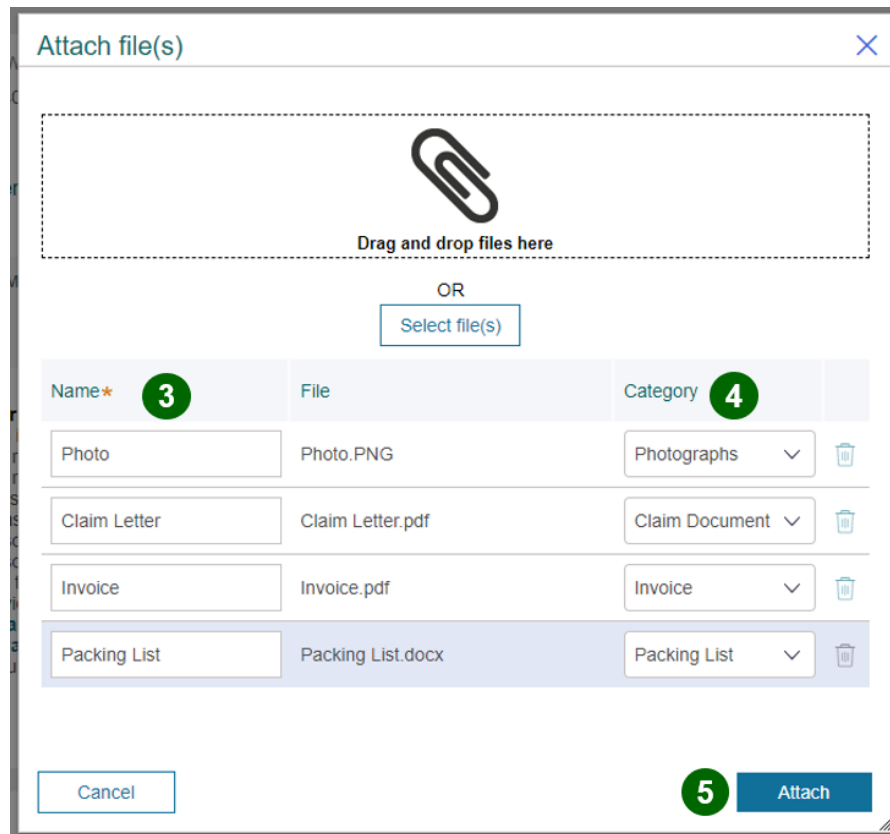
1. Click on button “Attach File”



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



c. Note

- Support file formats are JPG, JPEG, DOC, DOCX, XLS, XLSX, PDF, CSV, TXT, HIEC, MSG, DAT, HTML, MP4, AVI, WMV, MOV, TIF, ZIP, PNG, XLSM, PPTX, PPT
- 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

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[Submit](#)

6. Formal Claim Acknowledgement

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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:

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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](#)