



# Cargo Claims System User Guide

Linex Section

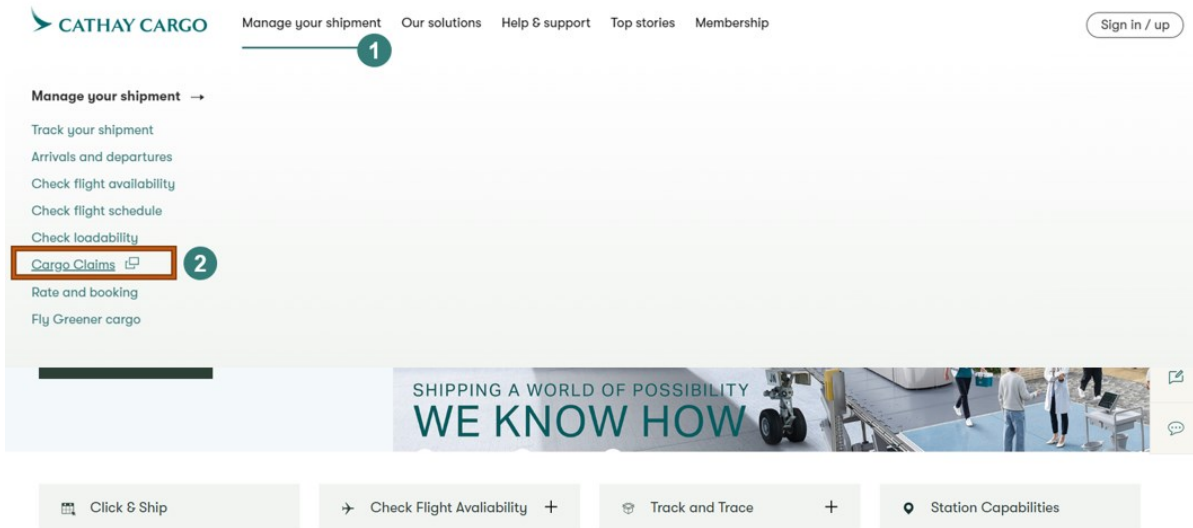
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## 1. Access from Cathaycargo.com

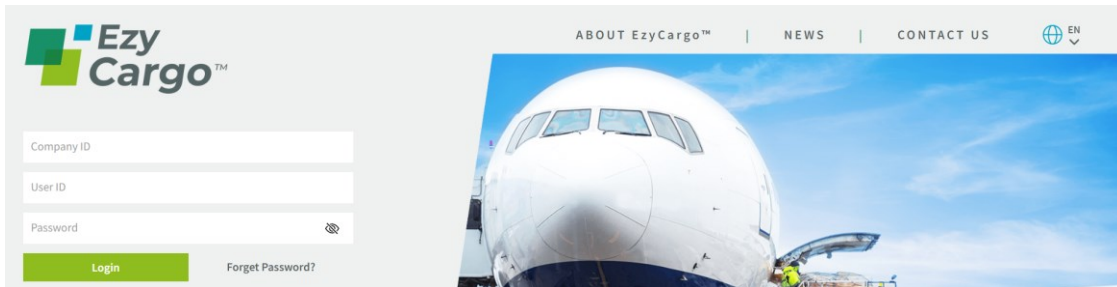
**Step 1:** Go to “Manage your shipment”

**Step 2:** Select “Cargo Claims”



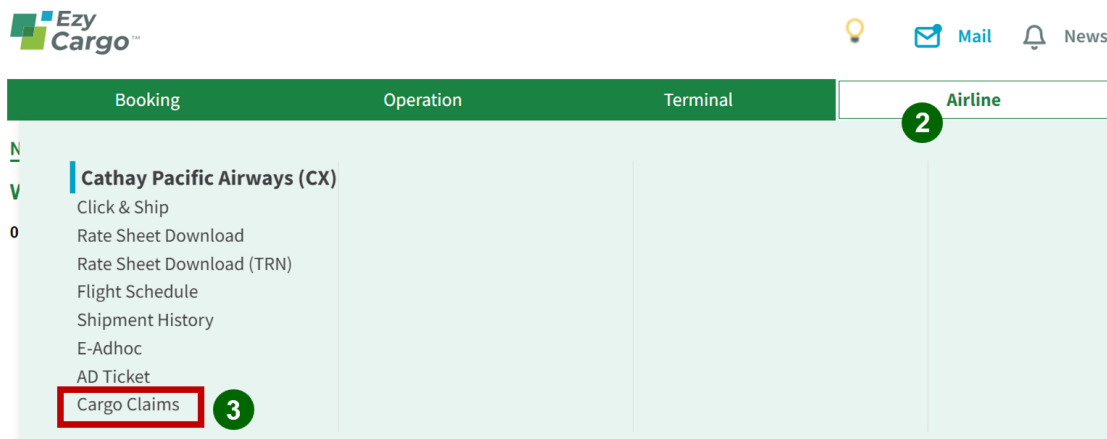
## 2. Access from Ezycargo.com

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



**Step 2:** Go to “Airline”

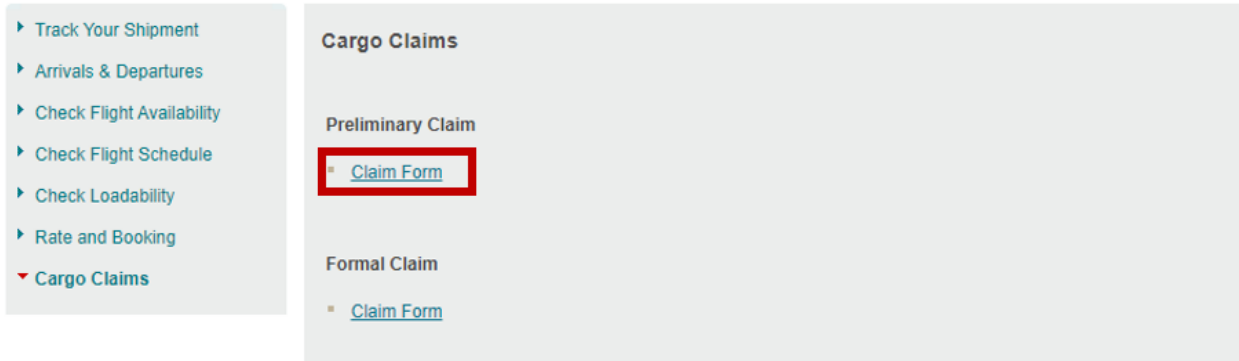
**Step 3:** Select “Cargo Claims”



### 3. Preliminary Claim Submission - Linex

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

Manage Your Shipment ▶ Cargo Claims



**Cargo Claims**

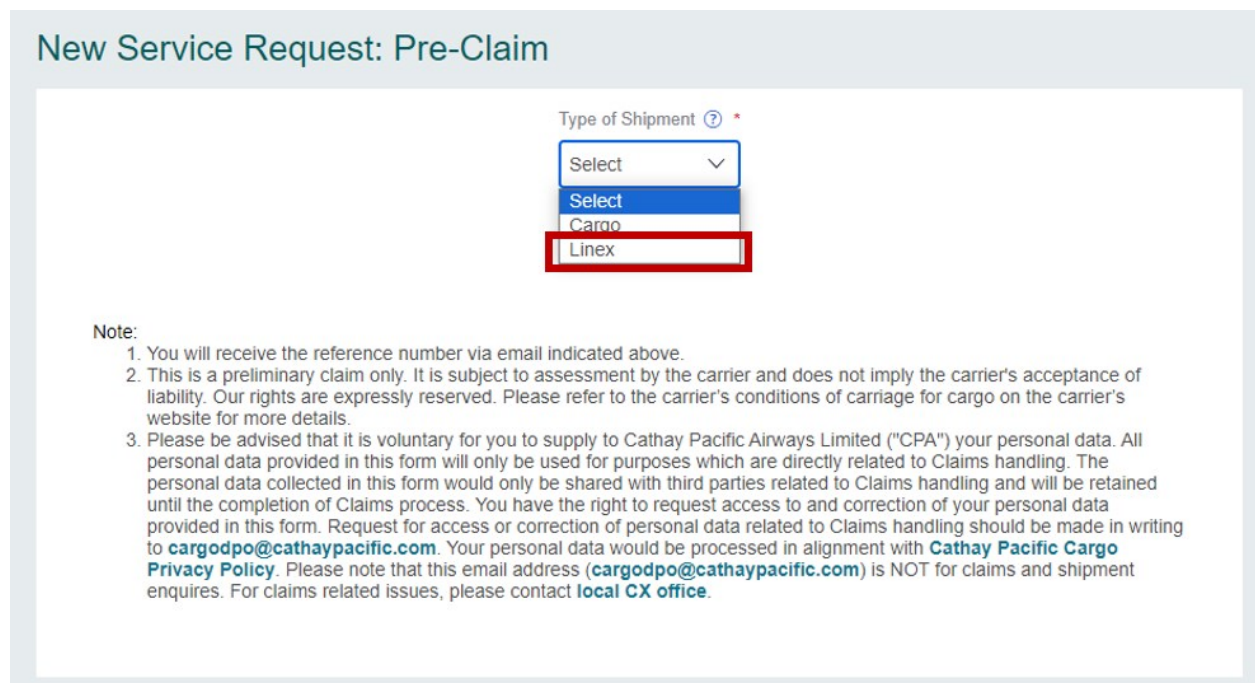
Preliminary Claim

- Claim Form

Formal Claim

- Claim Form

**Step 2:** Select “Linex”



**New Service Request: Pre-Claim**


Type of Shipment ? \*

- Select
- Cargo
- Linex

Note:

- 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.
- 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](mailto: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](mailto: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 Linex number
2. Enter Master Air Waybill number
3. Select Claim Reason
4. Enter Tag number(s)
5. Enter Courier Accounting Document Number
6. Select the origin
7. Select the destination
8. Enter the segment origin
9. Enter the segment destination
10. Enter flight number
11. Click “” to select flight date
12. Describe the loss or damage that has occurred
13. Enter your company name
14. Enter your email address
15. Confirm your email address

### New Service Request: Pre-Claim

Type of Shipment ⓘ \*  
 Linex ▼

Linex No. * <input type="text" value=""/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">1</span>	Master Air Waybill No. <input type="text" value="e.g. 160-19462936"/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">2</span>	Claim Reason * <input type="text" value="Select..."/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">3</span> ▼
Tag Number(s) <input type="text" value="e.g. CX831804, CX8318"/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">4</span>	Courier Accounting Document No. <input type="text" value=""/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">5</span>	
Origin * <input type="text" value="Select.."/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">6</span> ▼	Destination * <input type="text" value="Select.."/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">7</span> ▼	

	Seg. Origin *	Seg. Destination *	Flight No. *	Flight Date *	
1	<input type="text" value=""/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">8</span>	<input type="text" value=""/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">9</span>	<input type="text" value="e.g. CX123"/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">10</span>	<input type="text" value=""/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">11</span> 	
	<a href="#" style="background-color: #0070c0; color: white; padding: 5px 10px; border-radius: 3px;">Add</a>				

Description of Loss/Damage

12

Remaining: 2000 characters

Claimant Name * <input type="text" value="e.g. ABC COMPANY"/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">13</span>	Email Address * <input type="text" value=""/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">14</span>	Confirm your email address * <input type="text" value=""/> <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-weight: bold;">15</span>
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#### Step 4: Submit the preliminary form by clicking “Submit” button

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](mailto: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](mailto:cargodpo@cathaypacific.com)) is NOT for claims and shipment enquires. For claims related issues, please contact [local CX office](#).


Submit

## 4. Preliminary Claim Acknowledgement

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

### Confirmation Details

[Start a new Pre-Claim](#)

 Thank you for your submission.

Linex No.:

Master Air Waybill No.:

Received Date:

Case ID:

Claim Reason:

Disclaimer: 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.

**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](#)