

*...just shout!*



# ***GFS Seeker - User Guide Claims Management***

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# 1. Claims Management

 In some circumstances it will be possible to make a claim for compensation from a Carrier. GFS help to manage these claims through the **Claims Management** tool in Seeker. The types of claim that can be made via this tool are:

- Lost Parcels
- Damaged Parcels
- Late Parcels \*
- Unused Labels

## a. Lodging a Claim

A claim can be made from any of the report results screens by selecting the 'C' symbol to the left of the carrier name:



From here you will be asked to agree to the **Terms and Conditions** of creating a claim:

**Register claim**

You are about to make a claim for a shipment using the GFS online claims system.

I have read and understood the terms and conditions.

\*Late parcels may only be claimed where the Carrier's terms and conditions support a money back guarantee for the given service.

A list of parcels within the consignment is displayed. If there are multiple parcels in the consignment, each parcel may be of a different claim type. Each must be declared at this point:

**Claim options**

Here is a list of items in consignment number JD0002266608055206.

Please choose the type of claim for the parcels that you wish to claim for

Parcel Number	Scan Status	Collected	Last scan	Claim Type
JD0002266608055206	DELIVERED	8/15/2008 3:30:45 PM	8/18/2008 11:21:01 AM	Damaged
JD0002266608055207	DELIVERED	8/15/2008 3:30:45 PM	8/18/2008 11:21:01 AM	Delivered OK

You then need to add the relevant details and evidence to substantiate the claim. This varies between claim types:

Contact Details	{Lost and Damaged Claims}
Description of Goods	{Lost and Damaged Claims}
Retail Value	{Lost and Damaged Claims}
Goods Location	{Damaged Claims}
Repair and Salvage Value	{Damaged Claims}
Invoice images	{Lost and Damaged Claims}
Damage Images	{Damaged Claims}

The image below shows the entry point for consignee and cost of goods invoices. Up to ten invoices can be added for each invoice type:

**Claim type: DAMAGED ITEM**

Claim number 0000151

We are now going to collect all the information that we need to process your claim. Please enter the required information into the form below making sure that you fill in all the boxes and press "submit" on the last tab. Claims cannot be processed until all the information has been entered although you can return to incomplete claims and fill in any missing information.

Please fill in all the items below for parcel no. **JD0002266608055206**

contact | description | retail value | goods location | repair and salvage | **invoice** | images | submit item

Upload copy of consignee invoice \*

Upload copy of cost of goods invoice \*

All evidence uploaded must be in the form of .pdf, .jpg, .gif or .bmp files and the file size must not exceed 1MB

The size of the images for invoices and damage should be no greater than 1MB per file. There is a free utility that can be downloaded from our website to allow resizing of image types and conversion into compressed .jpg images:

<https://www.justshoutgfs.com/claims/downloads/ImageResize.exe>

After submitting all required information you will have confirmation of a complete claim:

**Review claim details**

Thank you for submitting your information. Please review the details entered here and make any changes that are required. Note that if any item is marked with a further information required warning it will not be submitted until the missing information has been supplied. When you are happy with the information you have provided please press the submit button below. The status of your claims can be monitored on your active claims page.

Claim number: 0000151 Status: RECEIVED BY GFS - COMPLETE

Claim item	Claim type	Complete?	Status	Change files	Notes
J00002266608055206	Damaged	✓	Complete	Click	

**Finished**

Pressing the **Finished button** will save the claim details and send the information to the carrier for review. You can review the progress of claims using the **Claims Management** link on the left menu.

## b. Incomplete Claims

If a claim is created but cannot be completed due to missing data, you can save the claim and go back to complete it when the data is available to you. Unfinished claims will appear as **Incomplete** in the status box, please see screenshot on Pg 7.

## c. Reviewing a Claim

The **Claims Management** menu will list all claims made over the past 6 months. From here you can filter to find specific claims and get an update on their status:


**Review claims**

Display  claims for


Shipment ref.  Consignment no.

Claim ref.  Claim ID

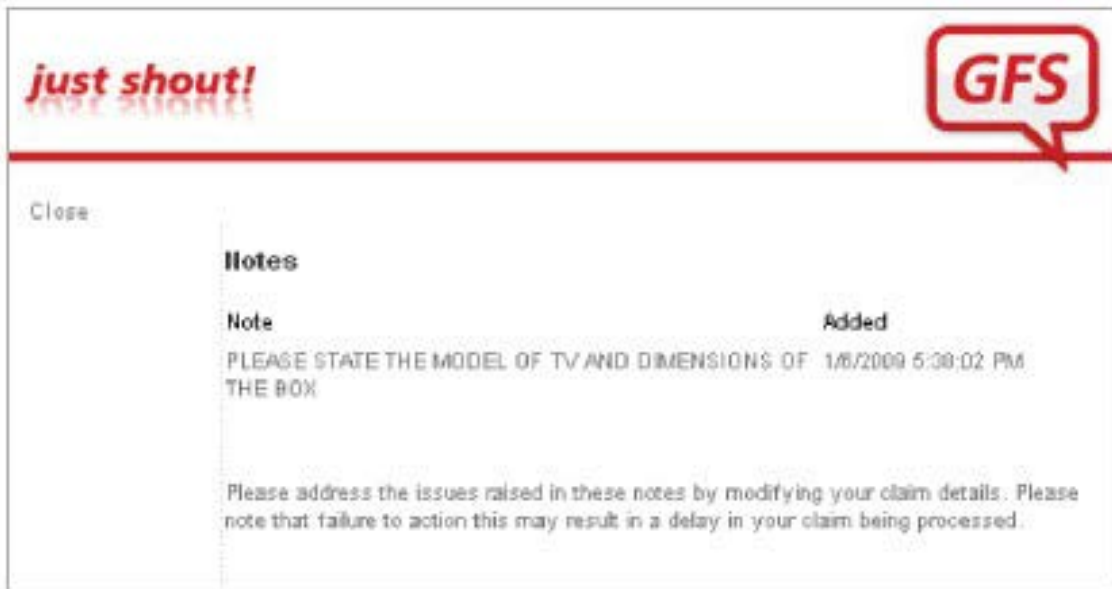
Drag a column header here to group by that column

	Claim ID	Carrier ref	Submitted	Current status	View	Form	Notes
<input type="checkbox"/>	0000150		06/01/2009	RECEIVED BY GFS - INCOMPLETE	<a href="#">View this claim</a>		
<input type="checkbox"/>	0000149	12345	06/01/2009	RECEIVED BY CARRIER - REFERENCE RETURNED	<a href="#">View this claim</a>		note
<input type="checkbox"/>	0000151		06/01/2009	RECEIVED BY GFS - COMPLETE	<a href="#">View this claim</a>		

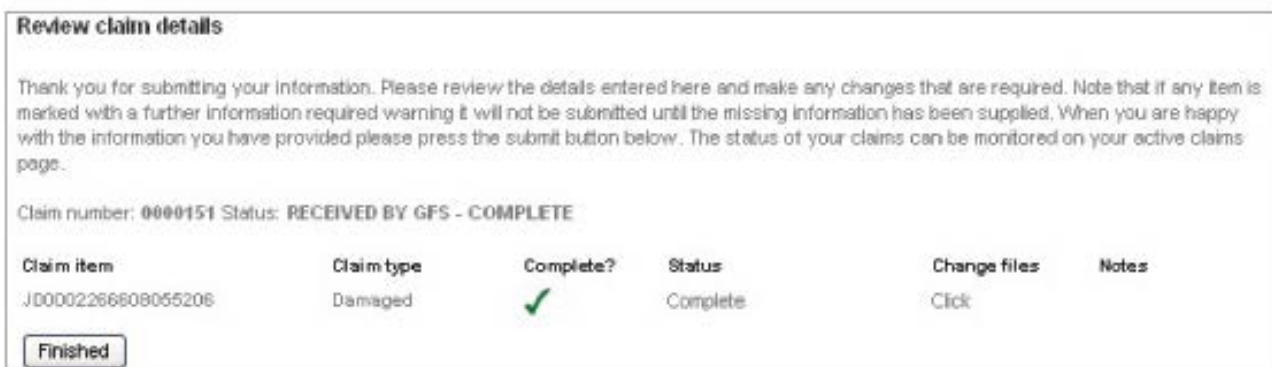
If a claim has carrier or GFS notes against it you will see this in the Notes column:

	Claim ID	Carrier ref	Submitted	Current status	View	Form	Notes
<input type="checkbox"/>	0000149	12345	06/01/2009	MORE INFORMATION REQUESTED BY CARRIER	<a href="#">View this claim</a>		note

To view the notes in a pop up window click the note text:



In the example above, the claim has been rejected and a request for more information has been made by the carrier. From here you should go back to the claim to add the additional information: press [View this Claim](#).





Pressing the status text will allow the user to enter additional data to support the claim, which the carrier can then use to reassess the claim. In this example the television make and model as well as the dimensions for the packaging were added:

**Lost item - ClaimID 0000149**

Contact name

Contact number

Description of item

packaging

item colour

Retail value of item (all values must be in GBP)

Value of item to claimant

Note - retail value is the sale value of the item sent.  
 Value of item to claimant is the "cost" value of the item - supporting documentation must be supplied to support this.

View notes

Click the button below to submit the claim to the GFS system. By clicking this button you agree to the terms and conditions for claiming for loss or damage of a parcel shipped through the GFS management system.

When the carrier accepts a claim, they will update the status of the claim to **Accepted**. They will issue a claim value which will be made available through Seeker. The claim amount will be issued as a credit on your invoice once the credit has been received by GFS from the carrier:

Claim ID	Carrier ref	Submitted	Current status	View	Form	Notes
<input type="checkbox"/> 0000149	12345	06/01/2009	CLAIM ACCEPTED BY CARRIER - AWAITING CREDIT			note
Latest note - PLEASE STATE THE MODEL OF TV AND DIMENSIONS OF THE BOX Amount credited - €100						

## 2. Help

There is a range of ways to contact GFS for support using Seeker or Selector. I.T. Support contact details are:

Telephone: 08456 044 011

Email: [itsupport@justshoutgfs.com](mailto:itsupport@justshoutgfs.com)

Via Seeker there are 2 help options:

- Remote Support
- User Guides

### a. Remote Support

#### Remote Support

GFS offer remote desktop support for Selector installation help, or Seeker usage help. Pressing the **Remote Support** link in the left menu will allow one of our I.T. Support staff to problem solve by remotely controlling your PC. To initiate a **Remote Support Session**, contact I.T. Support using GFS Chat or on our main support number: 08456 044 011. You will be provided with a 6 digit code which you need to enter into Seeker in order to initiate the remote session on your PC:

#### Request a remote support session

If you need remote assistance please chat to our I.T Support Team (above), or call 08456 044 011. We will give you a pin code to enable a remote control session on your PC.

Enter your 6-digit PIN code:

## b. User Guides

Downloads

You may have already downloaded this user guide via the GFS Seeker website. Other user guides are available for download which cover other areas of our product range.

Pressing the **Downloads** link in the left menu will list the available User Guides for download. From here you can also download Adobe PDF Reader, which is required to view the Guides:

### User Guides and Documentation

Please click on links below to download the required documentation:

[GFS Seeker - User Guide \(1475 KB\)](#)

[GFS Seeker - Claims Management Guide \(492 KB\)](#)

[GFS Selector - Basic User Guide \(1707 KB\)](#)

[GFS Selector - FedEx Express Guide \(953 KB\)](#)

[GFS Selector - DHL Express Guide \(963 KB\)](#)

## 3. Getting Additional Advice

For any technical queries regarding GFS Seeker please email GFS IT Support. Or call on: + 44 (0)8456 044 011 Option 3

## Appendix A

### Claim Time Limits

Carrier	City Link		DHL Freight	
Claim Type	Notification	Substantiation	Notification	Substantiation
Loss	28 days of collection	28 days of collection	14 days of collection	14 days of collection
Damage	7 days of collection	7 days of collection	14 days of delivery	14 days of delivery

Carrier	DHL Express		DPD	
Claim Type	Notification	Substantiation	Notification	Substantiation
Loss	30 days of collection	30 days of collection	14 days of collection	28 days of collection
Damage	30 days of collection	30 days of collection	14 days of collection	28 days of collection

Carrier	FedEx Express		FedEx UK	
Claim Type	Notification	Substantiation	Notification	Substantiation
Loss	45 days of collection	45 days of collection	28 days of collection	42 days of collection
Damage	21 days of delivery	21 days of delivery	From Delivery: 1 day with signed POD; 21 days without signed POD	42 days of delivery

Carrier	Hermes		Interlink	
Claim Type	Notification	Substantiation	Notification	Substantiation
Loss	60 days of collection	60 days of collection	14 days of collection	28 days of collection
Damage	60 days of collection	60 days of collection	14 days of collection	28 days of collection

Carrier	Nightline		Tuffnells	
Claim Type	Notification	Substantiation	Notification	Substantiation
Loss	30 days of collection	30 days of collection	42 days of collection	42 days of collection
Damage	30 days of collection	30 days of collection	7 days of collection	7 days of collection

Carrier	UK Mail		Yodel	
Claim Type	Notification	Substantiation	Notification	Substantiation
Loss	8 days of collection	22 days of collection	14 days of collection	28 days of collection
Damage	8 days of collection	22 days of collection	14 days of collection	28 days of collection