

HOW TO FILE A CLAIM ONLINE

In your web browser, go to: <https://trace.expeditors.com>
Once in TRACE, click the “Go” button; **you do not need a password to file a claim.**

Claims Filing

Save time and report your claim to Expeditors using our simple online form. You will receive an immediate confirmation number and a written acknowledgment will follow.

Login is NOT required to file a claim. Select language and press “Go” button.

File a Claim

On the first screen you will be asked two questions:

- “Is your loss insured through Expeditors?” Click “No.”
- “Is this an Expeditors’ shipment?” If Expeditors (the logistics company) managed this shipment for you click “Yes”, otherwise click “No.”
- Then click “Continue”

File a Claim

At Expeditors, we understand that filing a claim may be unfamiliar to our customers, and so, we are here to help you through the process. If you have immediate questions, please contact us by phone at 1-800-674-3403, and ask for the “claims department”. We are available Monday through Friday between the hours of 7:00 a.m. and 5:00 p.m. (EST-5). If you would feel more comfortable, you can email us at carlogdms@expeditors.com.

Otherwise, complete the claim form below and we will be in touch with status information within five business days.

We regret any inconvenience that may have been caused and will work with you to resolve the claim as efficiently as possible.

Reporting a Loss

You will be given the opportunity at the end of the claim filing process to attach supporting documents online.

- It is recommended that you have these documents ready available before you get started.
- Documents need to be in transferable electronic format.
- If you choose not to attach supporting claim documents, you may mail or fax them to us later.

Is your loss insured through Expeditors? Yes No Don't Know

Is this an Expeditors Shipment? Yes No Don't Know

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On the second screen, complete the fields with the claim information. All fields that are in “BOLD” and that have an “*” asterisk are required fields.

Questions?

Toll-Free: 1-800-706-5640

International: 1-206-393-5761

EatonCargoClaims@expeditors.com

Reporting a Loss

All fields marked with an asterisk (*) are required.

Claimant Information:

* Company Name:
* Contact Name:
Print Address:
* Phone:

Shipment Information:

* Bill of Lading or Reference No.:
Container Number:
* Loss Type:

Claim Information:

Shipper Information: Same as Claimant information.
Shipper Name:
Company Name:
Print Address:
Phone:

Consignee Information: Same as Claimant information.
Consignee Name:
Company Name:
Print Address:
Phone:

Carrier Information:
Carrier Name:
Carrier Name:
Print Address:
Phone:

Describe the situation:

Number of characters left in claim description (including spaces): 3000



HOW TO FILE A CLAIM ON TRACE

Under “Itemization of Claim” section on the claim form there is a table. You must put your cursor into the table and complete the claim itemization fields.

- Enter the Item number in the “Item #” Field and the Description in the “Item Desc” Field. These are required as they will ensure the correct cost is filed with your claim.

Item #	Item Desc	Unit of Measure	Weight	Value
000	USD		0	0

Total Claimed Amount: 0.00

If you have more than one item to claim, click the and another line will appear in the table. Complete the line.

Continue this process until all itemized items are included.

- If you make a mistake and need to delete an item, simply click the and the item will be removed from the table.
- At the end of the page you will be asked to retype the security code that is displayed.
- Type this number into the box provided and click “continue”.
- You will be given a reference number and the opportunity to attach documents electronically. This reference number is confirmation that your claim was successfully submitted.

To attach documents :

- Select the document type from the list.
- Browse the File Name Field to locate the document.
- An option description can be added in the field.
- Click the button to attach documents. Once the document has been attached the button will become an .
- To delete a document click the beside it.
- Other documents can be attached by repeating the process.

- Upon completion you will be able to print a receipt confirmation as well as email a copy to yourself and others for record keeping purposes.
- An ECIB representative will confirm receipt via e-mail.
- If you don’t receive a confirmation e-mail, or if you have any other questions, you may reach EatonCargoClaims@expeditors.com.

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