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## Preliminary Claim User Guide (Cargo)



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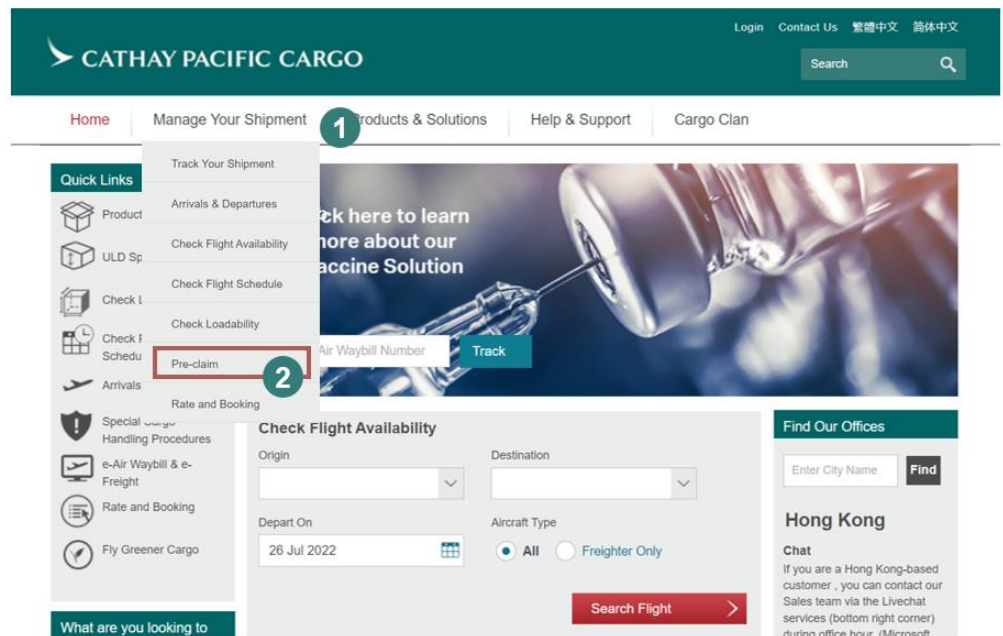
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2. Access from [ezycargo.com](http://ezycargo.com)
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# 1. Access from cathaypacificcargo.com

1. Go to “Manage Your Shipment”

2. Select “Pre-claim”

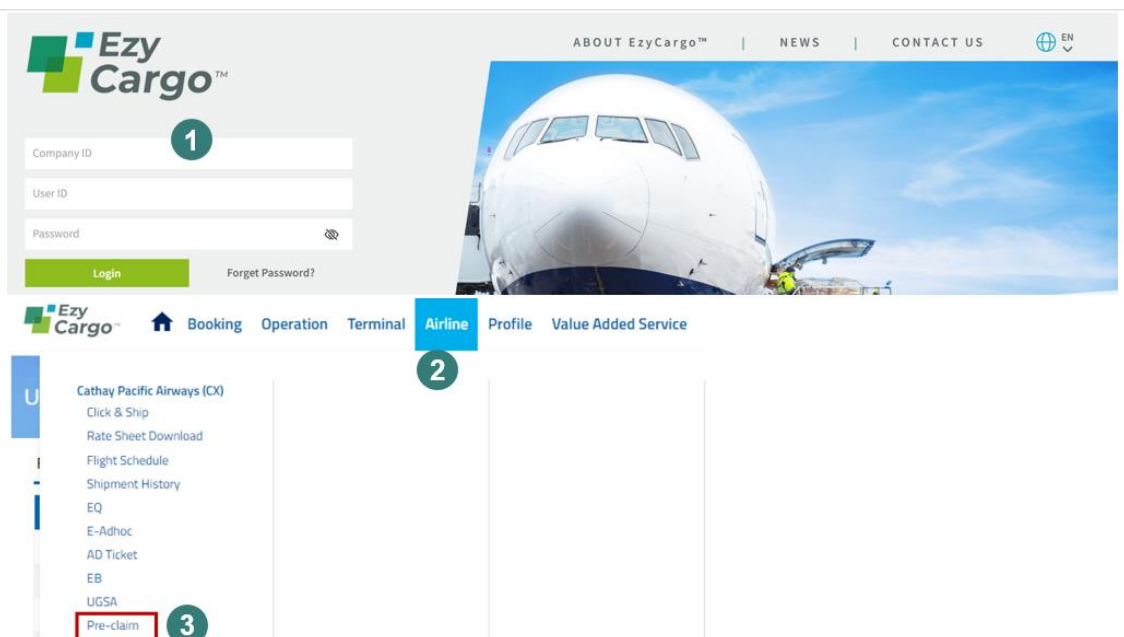


# 2. Access from ezycargo.com

1. Log in with Company ID, User ID and Password

2. Go to “Airline”

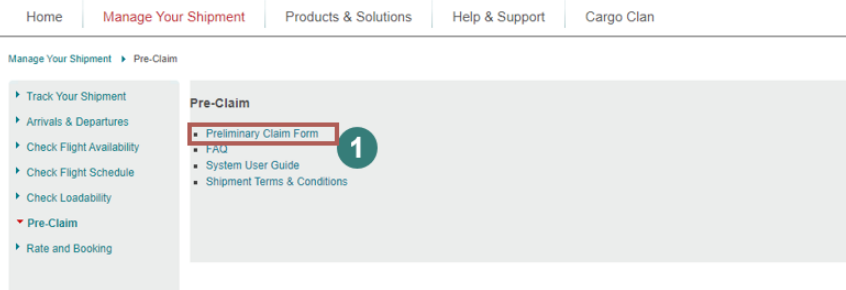
3. Select “Pre-claim”



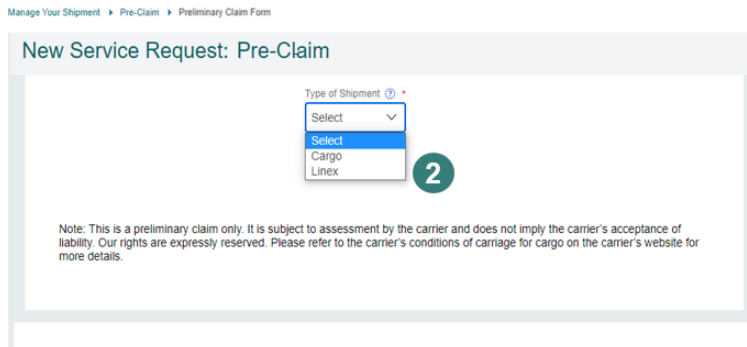
### 3. Preliminary Claim - Cargo



1. Select **"Preliminary Claim Form"**



2. Select **"Cargo"**

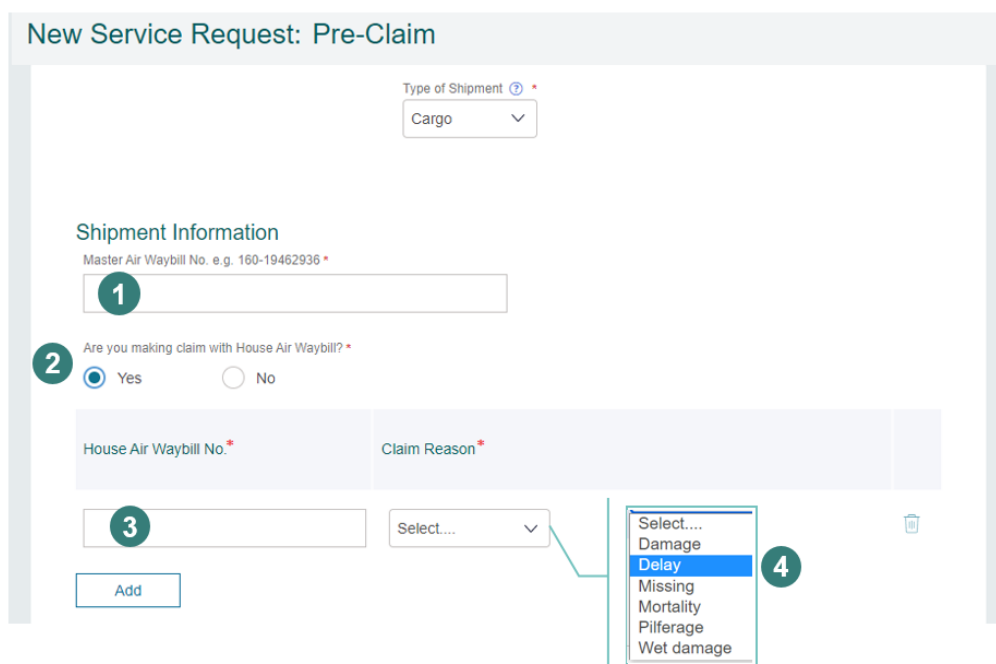


### Cargo (with House Air Waybill)



1. Enter Master Air Waybill Number
2. Choose "Yes" for claim with House Air Waybill
3. Enter House Air Waybill Number
4. Select Claim Reason

*Note:*  
 • Fields with (\*) are mandatory to fill in



# Cargo (without House Air Waybill)



1. Enter Master Air Waybill Number
2. Choose "No" for claim without House Air Waybill
3. Select Claim Reason

**Note:**

- Fields with (\*) are mandatory to fill in

### New Service Request: Pre-Claim

Type of Shipment ⓘ \*  
Cargo ▼

**Shipment Information**  
Master Air Waybill No. e.g. 160-19462936 \*  
 1

Are you making claim with House Air Waybill? \*  
 Yes 2  No

Claim Reason \*  
Select.... 3  
Select....  
Damage  
Delay  
Missing  
Mortality  
Pilferage  
Wet damage

# Preliminary Claim - Cargo



1. Enter Description of Loss/Damage
2. Enter Customer Reference Number
3. Enter Claimant Name & Email Address
4. Claim Submission

**Note:**

- Fields with (\*) are mandatory to fill in

Description of Loss/Damage  
 1  
Remaining: 2000 characters

Customer Reference No.  
 2

Please enter your email address. You will receive the reference number via email indicated below.

Claimant Name \*  3      Email Address \*       Re-enter your email address \*

Note: 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.

Submit 4

## 4. Claim Acknowledgment



After submission, you will find the confirmation details with designated Case ID on the following page.

[Start a new Pre-Claim](#)

You may start a new Pre-claim by clicking this button

✔ Thank you for your submission.

Master Air Waybill No.:

Received Date:

House Air Waybill No.	Claim Reason	Case ID
		PC-

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