



Preliminary Claim User Guide (Linex)

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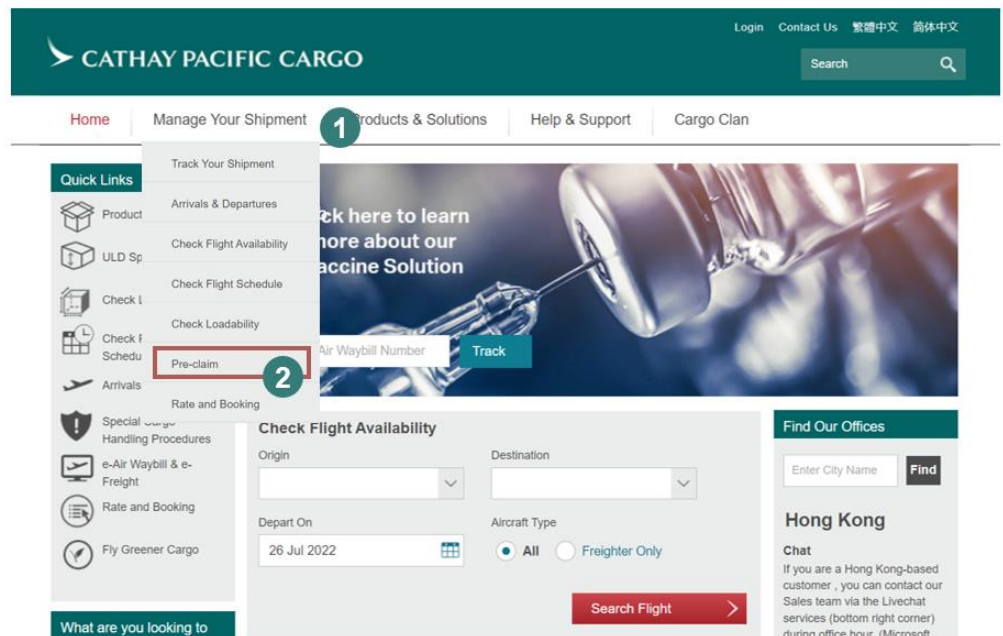


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1. Access from cathaypacificcargo.com
 2. Access from ezycargo.com
 3. Preliminary Claim – Linex
 4. Claim Acknowledgment

1. Access from cathaypacificcargo.com

1. Go to “Manage Your Shipment”

2. Select “Pre-claim”

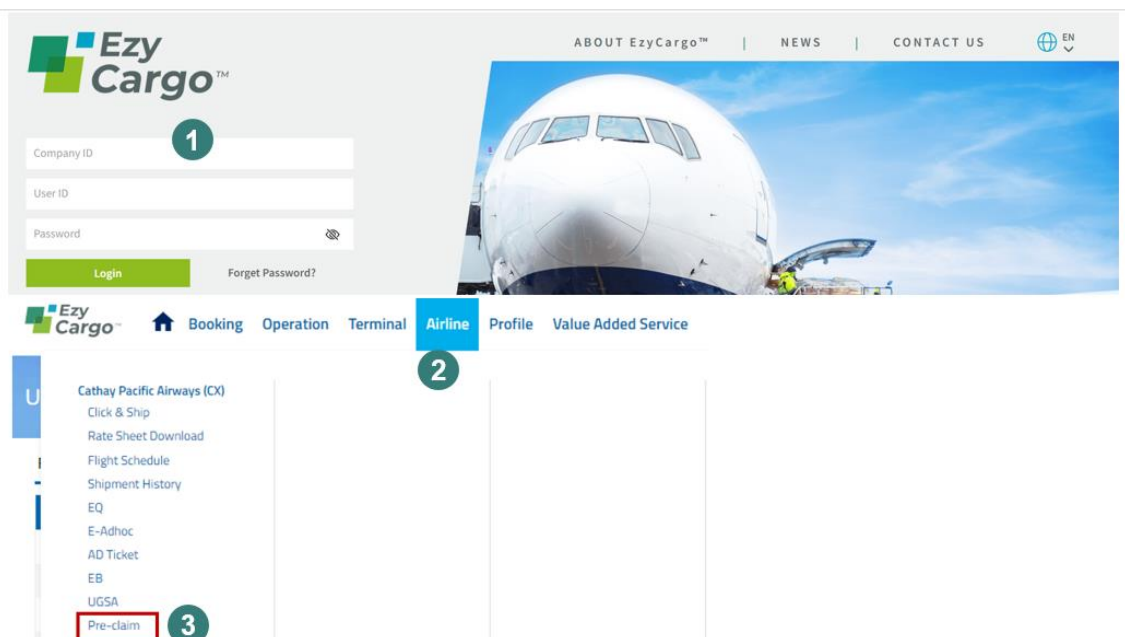


2. Access from ezycargo.com

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

2. Go to “Airline”

3. Select “Pre-claim”



3. Preliminary Claim - Linex



1. Select **“Preliminary Claim Form”**

2. Select **“Linex”**

Preliminary Claim - Linex



1. Enter Courier Accounting Document Number
2. Enter Master Air Waybill Number
3. Enter Linex Number
4. Enter Tag Number(s)
5. Select Origin & Destination
6. Enter Segment Origin & Destination, Flight Number and Flight Date

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

Preliminary Claim - Linex



1. Select Claim Reason
2. Enter Description of Loss/Damage
3. Enter Claimant Name & Email Address
4. Claim Submission

Note:

- Fields with (*) are mandatory to fill in

Claim Information

Claim Reason * **1**

Description of Loss/Damage **2**

Remaining: 2000 characters

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.

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4. Claim Acknowledgment



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

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

✔ Thank you for your submission.

Linex No.:
Received Date:
Case ID:
Claim Reason:

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