**Freight Claims**

Freight claims are filed primarily when a shipment from the carrier is damaged, a shortage, or lost.

Customer Service or Accounts Receivable will process CREDIT MEMOS that need to be filed each month.

1. Navigate to the *Credit Memos – File Freight Claim: Results* saved search in NetSuite: <https://5050497.app.netsuite.com/app/common/search/searchresults.nl?searchid=6855>

A screenshot of a computer

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1. Filter the search for the appropriate month.

A white rectangular object with black numbers

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1. Click on the CM# to view the summary of information needed to file the freight claim.

A hand clicking on a number

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1. Click *View* to obtain See the detail of the Credit Memo.

A date and date stamp

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1. Click on the *Communication* subtab to gather documentation related to the claim.

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1. Additional order information can be viewed by accessing the Return AuthorizationA close up of a sign

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2. Then clicking on the Sales Order



1. File the Freight Claim as outlined by the carrier instructions.