Internet Claim Filing at WWW.SAIA.COM

Getting onto Saia Secured Web Site is an easy and great way to file Freight Claims and get additional information about Saia ONLY IF YOU HAVE CURRENT ACCOUNT WITH SAIA.

OBTAINING A SAIA SECURE LOGON IF YOU HAVE A CURRENT ACCOUNT WITH SAIA (PLEASE NOTE IF YOU ALREADY HAVE A LOGON, PLEASE SKIP TO NEXT STEP:

1. Go to www.saia.com
2. Go to **Log In/Register**
3. Fill out all of the information that is requested and then click **Register**. Please review this information for accuracy to ensure that all communication will be efficient. You will receive an E-mail within 48 hours confirming your account for the ability to move with filing your claim with us.

FILING YOUR CLAIM ONLINE USING YOUR SAIA SECURE LOGIN:

1. Go to www.saia.com
2. Go to **Tools & Resources/ Claim Filing & Status/File a Cargo Claim** and type in your **User ID** and **Your Password**.
3. A page will come up asking you to input all of the information needed for this claim. If you need to change some of the information that comes up on your screen, this information can be changed (ex. Contact Name, E-mail, Or Checks Payable, Etc.) by simply typing over it.
4. You can attach any additional information in the part of **Supporting Documents**, such as invoices; however, you will need the ability to either attach a current file or to scan in such documents. If you do not have this ability to attach documents it will still accept your claim. After your claim is accepted and you receive a claim number, simply fax the documents to 985-857-2356 or email to claimimaging@saia.com noting the claim number you are provided.
5. After all of the information is entered, simply press **Submit** once and instantly the web site will provide you with an acknowledgement including a claim number which should be used for all future references including documents mentions in number 5 above. You will also receive an email with the detailed information.

CHECKING STATUS ON *ALL* CLAIMS FILED WITH SAIA ONLINE:

1. Go to www.Saia.com
2. No sign on is required. Online status is available on all claims.
3. Go to **Tools & Resources/ Claim Filing & Status/Check Cargo Claim Status File a Cargo Claim** and simply enter the Claim or Pro Number and click **Check Status.**
4. Results will display, simply click on the result desired for details.

If you have any other questions please contact us at 1-800-950-7242 ext. 2300 or email Claims@Saia.com.

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