



**\*ACH PAYMENTS ARE NOW AVAILABLE FOR CARGO CLAIM PAYMENTS WITH ITEMIZED DETAIL VIA EMAIL. FORM ATTACHED\*\***

## **Internet Claim Filing at [WWW.SAIA.COM](http://WWW.SAIA.COM)**

All customers can now file a cargo claim online. A Saia Secure Login is no longer required; however, creating an account does provide some benefits.

### **FILING YOUR CLAIM ONLINE:**

1. Go to [www.saia.com](http://www.saia.com) (recommended browser- Google Chrome)
2. Go to **Tools & Resources/ Claim Filing & Status/File a Cargo Claim**
3. Enter all required information using a valid Saia freight bill. If using a Saia secure log in, any defaulted information can be updated (ex. Contact Name, E-mail, Or Checks Payable, Etc.).
4. Attach **Supporting Documents**, such as invoice (Required without a Saia Secure login), photos, inspection report, packing list, or concealed loss/damage report, etc. Please be aware of size limits and accepted document types. Any additional documents can be emailed to [claimimaging@saia.com](mailto:claimimaging@saia.com) referencing the claim number provided.
5. Additional information section is allowed for claimant to provide as much detail as possible to support the claim.
6. After all of the information is entered, simply press **Submit** once to receive the Saia claim number assigned. The email contact entered on the claim will receive an email with the acknowledgment and claim number which should be used for all future references including documents mentions in number 4 above.

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

1. Go to [www.Saia.com](http://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.

### **TO OBTAIN A SAIA SECURE LOGON IF YOU HAVE A CURRENT ACCOUNT WITH SAIA (NOT REQUIRED TO FILE A CARGO CLAIM BUT PROVIDES CONVENIENT DEFAULTS FOR USER):**

1. Go to [www.saia.com](http://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.

If you have any other questions please contact us at 1-800-950-7242 ext. 2300 or email [Claims@Saia.com](mailto:Claims@Saia.com). Additionally, an option for ACH payments for hands free and faster payment options is available for all cargo claims filed.



## Accounts Payable ACH Authorization Form

I hereby authorize Saia, Inc., or its subsidiaries, ("Company") to initiate credit Automated Clearing House ("ACH") entries and to initiate, if necessary, debit ACH entries and adjustments for any credit entries made in error to my account indicated below and further authorize the depository bank named below ("Depository") to credit and/or debit the same to such account.

Bank Name:

Branch:  City:  State:  Zip:

Bank Routing Number/ABA (9 digits):

Bank Account Name:

Bank Account Number:

This ACH authority is to remain in full force and effect until the Company has received written notification of its termination in such time and manner as to provide the Company and Depository a reasonable opportunity to act upon it.

Payee Name:

TIN/SSN:

Authorized Signature: \_\_\_\_\_

Printed Name:

Title:

Date:

Saia sends payments via CTX ACH. If additional remittance information is needed, please provide email.  
Email:

**Email to [apinterfaces@saia.com](mailto:apinterfaces@saia.com)**

**A voided check copy is required for individuals.**

*(No check copy required for business accounts)*