

CARGO CLAIMS QUICK REFERENCE GUIDE

Overview

Cargo coverage is provided through Falvey Insurance Group. All cargo claims must be filed directly with Falvey.

Filing Options

- Through AFS SmartTMS using your shipment record
- Directly through the Falvey claims portal

How to File a Claim through AFS SmartTMS

1. Locate Your Shipment

Log into AFS SmartTMS and navigate to My Shipments. Identify your shipment using the shipment number.

2. Open the Action Menu

Click the three-dot (■) menu on the shipment row.

3. File Your Claim

Select 'File Cargo Claim with Falvey'. You will be redirected to the Falvey claims portal to complete your submission.

Alternate Option

File directly at: <https://falveyinsurancegroup.com/file-claim/>

Tips for Faster Processing

- File your claim as soon as damage or loss is identified
- Include supporting documentation (BOL, invoice, photos if applicable)
- Ensure all information is complete before submitting

Need Additional Assistance?

Contact your assigned AFS Representative or Account Manager. Provide a brief description of your issue. They can assist with navigating AFS SmartTMS, locating shipment details, and answering process questions.

Note: For claim-specific updates or status, you may be directed to Falvey Insurance Group.