

Ports America

Customer / Claimant Claim Submission Process

Purpose	Provide customers and claimants with a simple process for submitting claims to Ports America with enough information and documentation to identify and review the claim.
Applies To	Cargo claims; container damage; containerized cargo; breakbulk cargo; RoRo cargo; vessel damage; berth, pier, terminal property, equipment, traffic/vehicle, cruise passenger, baggage, personal property, and other claims involving Ports America operations.
Submit Claims To	liability.claims@portsamerica.com
Subject Line	Claim Submission - Incident No. [number or Pending] - [Terminal/Port] - [Claimant] - [Incident Date]
Incident Number	Obtain the incident number from Ports America Operations at the terminal/port where the alleged loss occurred. If no number has been provided yet, use "Incident Number Pending" and include the terminal/port, incident date/time, vessel/operation, and claim type.
Important Note	Submitting a claim does not mean the claim has been accepted, does not create an admission of liability, and does not waive any contract, tariff, bill of lading, passenger ticket, legal deadline, defense, or limitation of liability.

Follow These Steps

1. Report the incident promptly to the appropriate Ports America terminal/operations contact where the alleged loss occurred and request the Ports America incident number when available.
2. Send written notice of the claim to liability.claims@portsamerica.com. Put the incident number in the subject line. If unknown, use "Incident Number Pending."
3. Include claimant contact information, incident date/time/location, claim type, property/cargo identifiers, a factual description, and the amount claimed or "Amount Pending."
4. Attach photos, reports, estimates, invoices, surveys, cargo documents, repair documents, tickets, passenger/baggage documents, police/port authority reports, and other support.
5. Preserve damaged property, cargo, packaging, equipment, vehicle parts, baggage, seals, labels, tags, and other physical evidence when practical.
6. If the file is too large to email, submit the written claim before the deadline and state that supporting files are available by link, file transfer, or separate delivery.

Claim Submission Deadlines

Submit claims as soon as possible after the incident, loss, damage, or claim allegation is discovered. Prompt notice helps Ports America identify the incident, locate records, preserve available evidence, and communicate with terminal or operational contacts.

Claim Type	Submit By
Vessel damage	Within 90 days of the incident, contact, occurrence, or discovery.
Equipment / terminal property / traffic / vehicle	Within 90 days of the incident, occurrence, or discovery.
Container damage	Within 90 days of the incident, interchange, release, or discovery, unless part of a cargo claim governed by a different period.
Cargo damage, loss, shortage, contamination, temperature, or misdelivery	Report as soon as possible. Apparent damage should be reported before or at removal/delivery when applicable. Concealed or non-apparent damage should be reported promptly after discovery. Cargo claims must be submitted within one year from delivery or the date cargo should have been delivered when COGSA applies, subject to any governing bill of lading, tariff, terminal schedule, service contract, or applicable law.
Cruise passenger baggage / personal property / terminal incident	As soon as possible and, unless a shorter or different period applies by ticket contract, terminal agreement, tariff, or law, within 90 days of the incident, discovery, or terminal handling event.
Other claims involving Ports America operations	Within 90 days unless a different period applies by contract, tariff, bill of lading, passenger ticket, COGSA, or applicable law.

Late or incomplete claims: A claim submitted after the applicable deadline, or without information needed to identify the incident and alleged loss, may be delayed, declined, or rejected as untimely. This guide does not extend or waive any contractual, statutory, tariff, bill of lading, passenger-ticket, COGSA, or insurance deadline.

Information Required for Every Claim

Information Needed	What to Provide
Claimant information	Name, company, title, mailing address, phone number, and email address.
Representative authority	If submitted by an attorney, insurer, surveyor, broker, or other representative, identify the represented party and provide authority to submit or pursue the claim when applicable.
Relationship to claim	Cargo owner, shipper, consignee, vessel interest, cruise passenger, trucker, driver, vendor, insurer, surveyor, attorney, or other role.
Incident details	Date/time of incident or discovery; terminal/port; berth, gate, yard, lane, vessel, voyage, operation, cruise terminal, or other location details.
Incident number	Ports America incident number obtained from the local Operations contact, if known. If unknown, state "Incident Number Pending" and provide enough detail to identify the event.
Property/cargo/equipment involved	Container, chassis, seal, BOL, booking, VIN, serial number, baggage tag, cargo marks, vessel area, equipment ID, vehicle plate, or other identifiers.
How and when reported	Date, time, method, and person/department first notified. State whether the report was made before cargo, container, vehicle, baggage, passenger, or vessel left the terminal.
Claim description and amount	What is being claimed, when discovered, why it relates to Ports America operations, amount claimed or "Amount Pending," and repair/replacement/survey/mitigation support.
Evidence preserved	State whether damaged property, cargo, packaging, equipment, baggage, vehicle parts, seals, labels, or other evidence has been preserved and where located.

Additional Documents by Claim Type

Claim Type	Additional Documents / Information
Vessel / berth damage	Vessel name, voyage, berth, exact location, date/time of contact or discovery, vessel damage report or exception report, photos with scale, survey, repair estimate, and vessel representative contact.
Container / chassis / reefer / gate	Container number, size/type, full/empty status, chassis, reefer unit, seal, EIR/gate interchange, location, photos, driver report, survey, damage verification, and repair estimate if available.
Containerized cargo	Container number, seal, BOL, booking, commodity, package count, weight, photos, survey, delivery records, exception report, temperature records if applicable, and last known good condition.
Breakbulk / RoRo / vehicles / machinery	Marks/numbers, cargo description, VIN/serial number, weight, lifting points, stowage/storage location, receipt/condition report, photos of all sides and damage, survey, and repair estimate.
Fresh fruit / reefer / temperature-sensitive cargo	Commodity, BOL/booking, seal, set point, temperature records, reefer download/logs, plug/unplug records if available, inspection report, survey, and photos.
Paper / steel rolls or coils / project cargo	Roll/coil/heat IDs, count, weight, packaging/bands/skids, rust/dent/moisture details, storage/stowage information, photos of IDs and damage, survey, and customer report.
Equipment / traffic / vehicle	Owner, driver/company, unit or plate number, location, direction of travel, police/port authority report if any, statement, photos, insurance/contact information, and repair estimate.
Cruise passenger / baggage / personal property	Passenger name/contact, cruise line, vessel/sailing, terminal location, time reported, baggage tag/cabin/booking if available, property report, photos, receipts, medical/security report if applicable, and repair/replacement estimate.

Photos, Video, and Evidence Preservation

- Take clear photos as soon as practical: wide area, medium range, close-up damage, and identifiers such as container numbers, VINs, cargo marks, baggage tags, seals, serial numbers, vessel location, or equipment ID.
- Do not repair, discard, clean, release, or dispose of damaged property without written agreement from Ports America unless required for safety, mitigation, or regulatory compliance. If moved or disposed of, explain when and why.
- If you believe terminal video may exist, report promptly and identify date, time, location, direction of travel, lane/gate/yard/berth, and people/equipment involved so a video search can be requested when available.
- Preserve inspection reports, surveys, statements, reports, repair estimates, photos, video, invoices, and related communications. Failure to preserve relevant evidence may delay review and affect Ports America's ability to evaluate the alleged loss.

Before You Send

- Use the required subject line and include the Ports America incident number obtained from local Operations when available.
- Include terminal/port, incident date/time, claimant name/contact, claim type, factual description, and amount claimed or "Amount Pending."
- Attach or identify photos, reports, estimates, invoices, surveys, cargo/vehicle/passenger documents, and communications.
- If documents are pending or too large to email, send the written claim on time and identify what will be provided later and how.

Claim Email Body

Field	Information
Ports America Incident Number	[number or Pending]
Claimant / Company / Contact	[name, title, phone, email, mailing address]
Claim Type	[vessel / container / containerized cargo / breakbulk / RoRo / equipment / traffic / cruise baggage / passenger / other]
Terminal / Port / Location	[terminal, berth, gate, yard, lane, cruise terminal, vessel, voyage]
Incident Date / Discovery Date / First Reported Date	[dates/times and person or department reported to]
Identifiers	[container, chassis, seal, BOL, booking, VIN, baggage tag, vessel area, equipment ID, etc.]
Description / Amount / Evidence	[factual description, amount claimed or Amount Pending, evidence preserved and location, documents attached or pending]

Supplemental Information and Reservation

If the claim package is not complete, submit the claim anyway before the applicable deadline. Send supplemental materials later using the same subject line and incident number if known.

Ports America may receive, route, and review a claim submission without admitting liability. Nothing in this guide is an admission of fault, acceptance of liability, agreement to pay, waiver of defenses, waiver of contractual or legal rights, or waiver of any applicable limitation of liability.