

Courier Claims Procedure

The window for reporting a claim to our courier, Expak, is 90 days from the date of shipment. Claims must be submitted by the owning library. Following these steps will increase the chances of a successful claim.

If the Item is Missing - Search

- Search your shelves, sorting area, and bags thoroughly for the item(s).
- Contact your partner library and confirm they have not received the item(s), asking them to also search their shelves and shipping/receiving areas as well.
- The lending/owning library should add an entry to the current month tab of the [Courier Searches List spreadsheet](#), and include as much of this information as possible:
 - Titles, authors, and call numbers of items
 - Borrowing and lending libraries
 - Item barcode(s)

	A	B	C
1	Instructions for searchers: Please select searched or found in your library's row once you have searched for an item. If it's located please also notify the owning library (marked Owner). Instructions for owning libraries: Enter the title, call number , any other important info like format in the box on row 2. Select owner in your library's row. Be sure to let Lori know if the item is found.		
2	Libraries in Alphabetical Order	Print book: México profundo : reclaiming a civilization, Call Number: F1210 .B6613 1996, Barcode: 002-117001867	Print book: Lying on the couch, Call Number: PS3575 A39 L95 1996, Barcode: 35121007195988
3	Arlington Public Library		
4	Astoria Public Library		
5	Baker County Library		
6	Central Oregon Community College	Searched	Searched
7	Central Washington University	Searched	Searched
8	Chemeketa Community College		
9	Clackamas Community College		
10	Clark College	Searched	Searched
11	Clatsop Community College		
12	Coos County Library Services		
13	Deschutes Public Library		

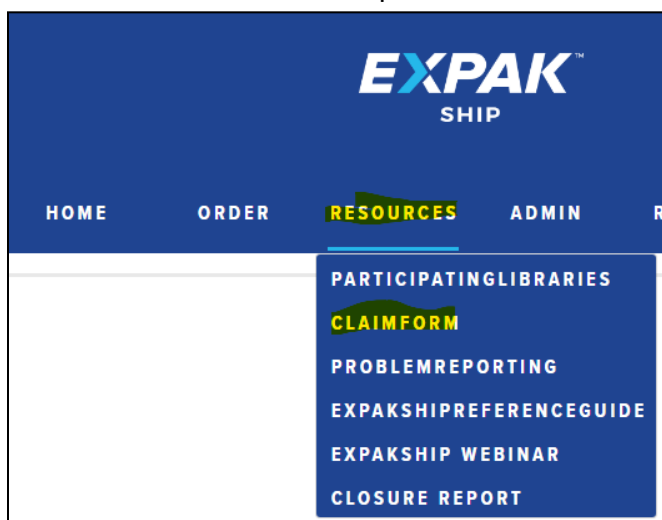
- If the search doesn't turn up the item(s), and there is no courier delivery scan, the lending/owning library should file a claim.

If the Item is Damaged - Document

- If the item is damaged while in the courier's possession, take photos of the damage when you first unpack the item, including photos of the bag if it is damaged as well.
- If you are the borrower, get in touch with the lender so they can make the damage claim. Send them the photos, and (if they ask for it back) the item so they can evaluate it in person. You may need to request an alternative copy for your patron.
- If the item is damaged beyond repair, the lending/owning library should file a claim.

File a Claim

- Submit a [Claim Form](#) with Expak.



- Include the barcode from the bag label (not the book) if you can identify which bag it was shipped in.
- If the item is being claimed for damage by the courier, include the photos gathered in the previous section and any additional context you can supply.
- We recommend filing a claim on missing items beyond the 90 day window in case Expak can assist with recovery but they will not honor monetary claims after that period. Expak also will not accept claims on a bag that shows delivery unless there is damage reported.
- Expak Support will respond that they have received your claim, and may also ask for additional information.
- Expak will have 120 days from the time of the claim submission to process the claim. In the case of missing items, expect them to check in with you to confirm the item has not been found several times before completing the claims process.
- If a missing item(s) is found, either through searches on the APB spreadsheet, or delivered by the courier, respond to the Expak Customer Service claim confirmation email to let them know and they will close the report.

If your claim is approved, remember to follow local withdrawal procedures for the damaged or missing items. If you have any other questions, please email the Alliance's Resource Sharing Program Manager, Lori Hilterbrand (lhilterbrand@orbiscascade.org).