



**Old Dominion Freight Line, Inc.**  
**Odfi.com Learning Center**  
**Shipping Tools Help Documentation**



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## odfl.com Claim Status

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This demo shows how to check the status of a claim online. This tool is available for all registered odfl4me customers.

odfl4me registration information is provided at the end of this demo.



Welcome, SANDI2.  
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### Claim Status

**With ODFL Claim System, you can view current claim status.**  
Instructions: Enter a number in the entry field and select either Pro #, Claim # or Claimant # from the drop down menu.

**Claim Information**

Number:  Select Type of Number:

Company Info: [Service Center Locations](#), [Careers](#), [Company Facts](#)  
Contact Us: [InfoCall1 Customer Service](#), [Phone and Email Info](#), [OD Solutions Center](#)  
Help: [FAQs](#), [PDF Document Help](#), [Tiff Document Help](#), [Animated Demos](#)  
Services: [OD Domestic](#), [OD Expedited](#), [OD Global](#), [OD Technology](#)  
odfl4me: [Register](#), [Benefits of Registering](#), [Log In](#), [Manage odfl4me Account](#)

Slide 2

Text Captions: The odfl.com Claim Filing tool enables you to quickly determine the current status of a filed claim.



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Slide 3

Text Captions: Begin by entering the claim, pro, or claimant number for the claim.



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**Claim Information**

Number:  Select Type of Number:

Pro #  
Claim #  
Claimant #

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Slide 4

Text Captions: Select the type of number you entered.



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Slide 5

Text Captions: Press the Status button to see the status of the claim.



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### Claim Status

Thank you for choosing Old Dominion Freight Line, Inc.

**Claim Information**

Number:  Select Type of Number:

Claim #: 0841936  
Pro #: [29401511638](#) ([View DR](#) or [View BL](#))  
Claimant #:  
Date Updated: 0  
Status: **UNDER INVESTIGATION**  
Investigator: Claims Dept.  
E-mail: [claims@odfl.com](mailto:claims@odfl.com)

Company Info: [Service Center Locations](#), [Careers](#), [Company Facts](#)  
Contact Us: [InfoCall1 Customer Service](#), [Phone and Email Info](#), [OD Solutions Center](#)  
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Slide 6

Text Captions: Information about the current status appears.

If you entered a claim number initially, you can click the pro number to see all claims for that Pro.

You may also quickly view the delivery receipt or bill of lading by clicking DR or BL, respectively.

The date updated will show "0" if this is a very recently submitted claim.

The current status will tell you where your claim is in the process.

You are also provided with contact information if you need to contact someone about the claim.





Slide 7

Text Captions: Congratulations! This concludes the Claim Status demo. You may also find the below link helpful:

If you are not yet a registered odfl4me user, you may register online, or by calling us at 1-800-235-5569.

Claim Status

