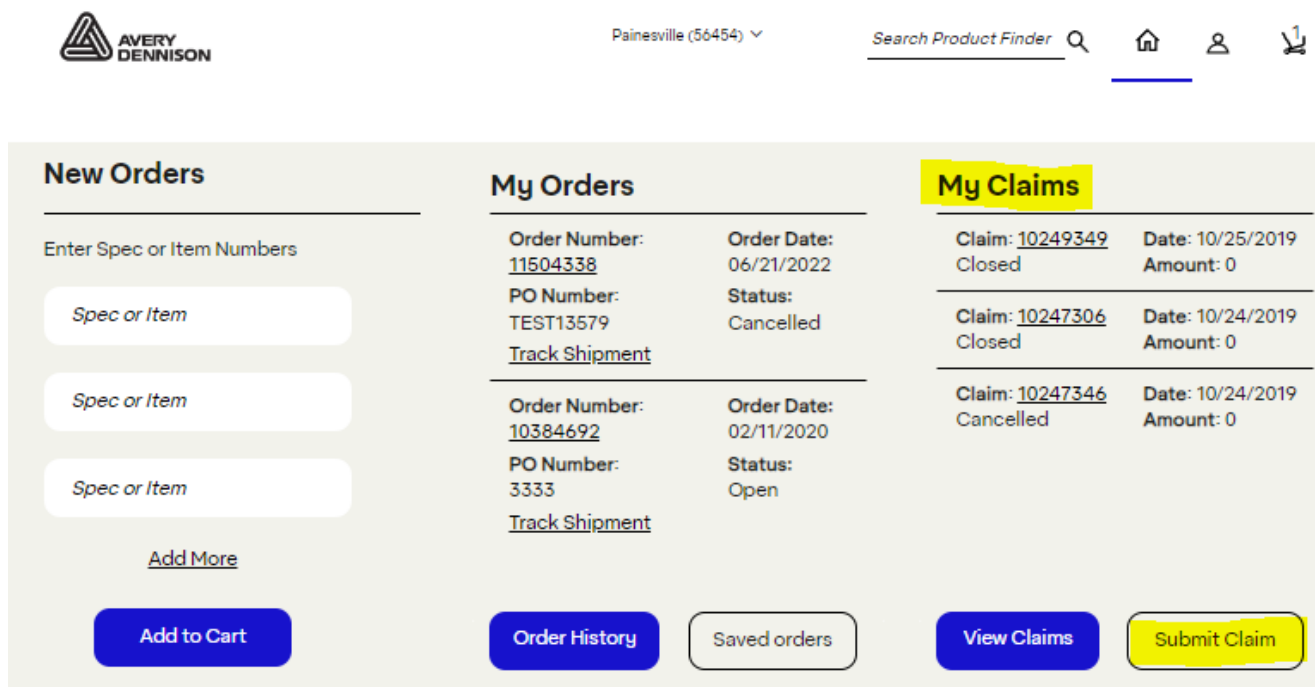


# Claim Entry Guide



The screenshot shows the Avery Dennison website dashboard. At the top, there is a navigation bar with the Avery Dennison logo, a location dropdown set to "Painesville (56454)", a search bar labeled "Search Product Finder", and icons for home, user profile, and a shopping cart with a "1" item indicator.

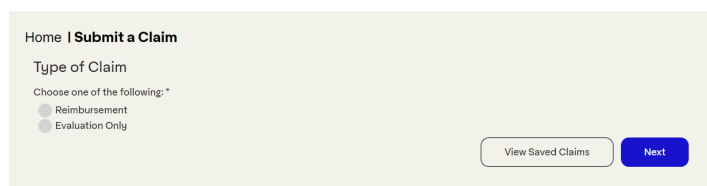
The main content area is divided into three columns:

- New Orders:** Contains three input fields labeled "Spec or Item" and an "Add More" link. At the bottom is a blue "Add to Cart" button.
- My Orders:** Displays two order entries. The first order has Order Number 11504338, Order Date 06/21/2022, PO Number TEST13579, and Status Cancelled, with a "Track Shipment" link. The second order has Order Number 10384692, Order Date 02/11/2020, PO Number 3333, and Status Open, also with a "Track Shipment" link. At the bottom are buttons for "Order History", "Saved orders", and "View Claims".
- My Claims:** Displays three claim entries. Each entry shows the Claim number, Date, Status, and Amount. The first two claims are "Closed" with Amount 0, and the third is "Cancelled" with Amount 0. At the bottom is a yellow "Submit Claim" button.

Note - You must have an active My Avery Dennison account to submit claims. If you need to register, please follow this link. [My Avery Dennison Registration](#)

This guide will help you through the steps of submitting a claim online. To submit a claim you will need one of the following numbers...Sales Order Number, Purchase Order Number, Invoice Number or Lot Roll ID Number(Best for claims on a single roll)

Log into My Avery Dennison. From the Homepage/Dashboard, click on Submit Claim.



The screenshot shows the "Submit a Claim" screen. At the top, it says "Home | Submit a Claim". Below this, it asks for the "Type of Claim" and provides two radio button options: "Reimbursement" and "Evaluation Only". There is a "View Saved Claims" button and a blue "Next" button.

## Step 1

On the Type of Claim screen select either Reimbursement or Evaluation Only (no monetary compensation), then click next.

Home | **Submit a Claim**

Select a reason for claim (Step 2 of 7)

Search Claim Reasons

Or select from the options below:

**Billing/Delivery**

☐ Delivery/Quantity Issues

☐ Incorrect Pricing/terms

**Product Performance**

☒ Adhesive

☐ Converting/Die Cutting

☐ Flex Pack

☐ Label Dispensing and Application

☐ Label Performance

☐ Miscellaneous

☐ Printability/Imaging (including potential contaminate)

☐ Roll Formation/ Roll Appearance

☐ Webstock Appearance

☐ Wrinkles in Stock

Adhesive ooze

Please select the correct reason. A new claim will need to be submitted if you need to change the reason.

## Step 2

Next you must select the claim reason. Use the options listed on the screen to categorize your claim. Once this is complete click next.

Home | **Submit a Claim**

Material Search & Selection (Step 3 of 7)

Enter Search Criteria

[Add another slit roll ID](#)

## Step 3A

Enter either the Invoice Number, Order Number, PO Number or a Slit Roll ID to find the order for the claim.

If you have multiple rolls to submit, search by the Invoice Number, Order Number or PO Number. \*\*Searching by the Slit Roll Id will only allow you to submit a claim for that particular roll.\*\*

**Select Claim Material**

Spec Filter

Invoice #: 21314036 Invoice Date: 8/12/2022

Item:	Rolls:	Quantity (MSI):	Spec #:	Price/MSI:
A334600   3.0M WH MDO/S692N/12M PET	6	9120.33	77980	0.888

Roll ID:	Length (ft):	Width (in):
<input checked="" type="checkbox"/> ZF401220H120502	9920	12.75
<input checked="" type="checkbox"/> ZF401220H120504	9920	12.75
<input checked="" type="checkbox"/> ZF401220H120506	9920	12.75
<input type="checkbox"/> ZF40D220H120301	9950	12.75
<input type="checkbox"/> ZF40D220H120401	9950	12.75
<input type="checkbox"/> ZF40D220H120501	9950	12.75

## Step 3B

The next screen will open and allow you to select exactly which rolls you want to add to the claim. If there are multiple lines on the order you can use the Spec Filter search to type in the spec number.

Home | **Submit a Claim**

Claim Amount (Step 4 of 7)

Invoice #: 21314036 Invoice Date: 8/12/2022

Item:	Claim Rolls:	Claim Quantity (MSI):	Spec #:	Price/MSI:
A334600   3.0M WH MDO/S692N/1.2M PET	3	3801	77980	0.888

☐ Claim Full Length for All Rolls

Roll ID	Invoiced Length (FT)	Claim Full Length	Claimed Length (FT)
ZF401220H120502	9920	<input checked="" type="checkbox"/>	<input type="text" value="9920"/>
ZF401220H120504	9920	<input checked="" type="checkbox"/>	<input type="text" value="9920"/>
ZF401220H120506	9920	<input type="checkbox"/>	<input type="text" value="5000"/>

\* Claim total does not include applicable freight charges.

Claim Total: \$3374.86

[Previous](#) [Next](#)

## Step 4

On the next step you will select the length for the claimed rolls. You can click the box under Claim Full Length if you want to claim the full roll, or you can type in the length manually. When finished selecting the lengths click Next.

Home | **Submit a Claim**

Supporting Information (Step 5 of 7)

Please describe the issue you're having in detail.\*

This is a Test

14 / 1000 characters

Please enter your own reference number to track this claim (30 characters)

Corrective Action Letter\*

☐ Yes

☒ No

[Previous](#) [Next](#)

## Step 5

Enter a description of the issues you are having with the material. Being as detailed as possible will help the quality department analyze and progress the claim. You can also enter your own reference number if you'd like to keep track of the claim. Finally you can select if you would like a Corrective Action Letter by selecting Yes or No. Click next when ready to proceed.

Home | **Submit a Claim**

Review Claim (Step 6 of 7)

You will be able to attach supporting documentation on the following page.

Type of Claim:	Reimbursement
Claim Reason:	Adhesive ooze
Claim Total:	\$3374.86
Description of Issue:	This is a Test
Action Letter:	No
Reference #:	

\* Claim total does not include applicable freight charges.

[Previous](#) [Start Over](#) [Exit Without Saving](#) [Save for Later](#) [Next](#)

## Step 6

This is the final step to review the claim before it is submitted. All of the claim info is listed, so if anything is incorrect you can click on the Previous button to go back and change it. If everything is correct click the Next button to submit the claim.

Home

Supporting Documents & Samples (Step 7 of 7)

**Prepare and Send Samples (Step 7a)**

If samples are required, please provide them using our UPS Number. The UPS number can be obtained by pressing the "View / Print Summary" button.

Attach the printed claim to the referenced product.

An unconverted sample, clearly representing the defect, is required to adequately process this claim. (Ideally 5 to 10 feet in length)

☐ I will send samples  
☐ I am unable to send samples

**Upload Required Documents (Step 7b)**

Include photos or videos for claims of a visible nature especially when there is a problem easily represented visually or when the issue can't otherwise be represented clearly.

\* Please upload documents **one at a time**. Documents need to be **2.5 MB or less**. Zip files are not accepted.

[Upload Document](#)

Attached Documents: (None)

You can navigate to your claim status page for this claim later to upload files if you are unable to do this now. Your claim may not be processed without these documents.

[View / Print Summary](#)
[Finish](#)

## Step 7

The claim has now been submitted. If you need to send in a sample or upload a document you are able to do it now. You can click View/Print Summary to see the details or click Finish to close out of the claim.