DB SCHENKER

DB SCHENKER | connect
spot bookings
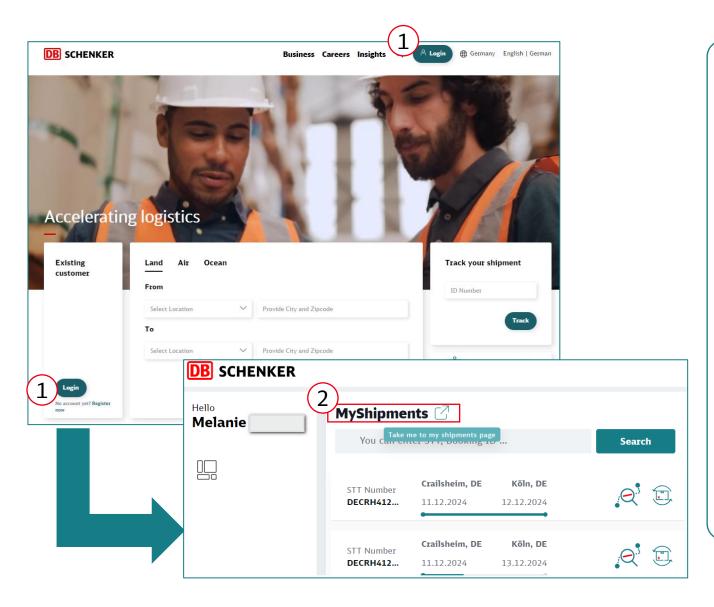
(connect 4 land)

Report transport damage process for transport insurance booked via DB SCHENKER | connect | spot bookings

Frankfurt | Dezember 2024

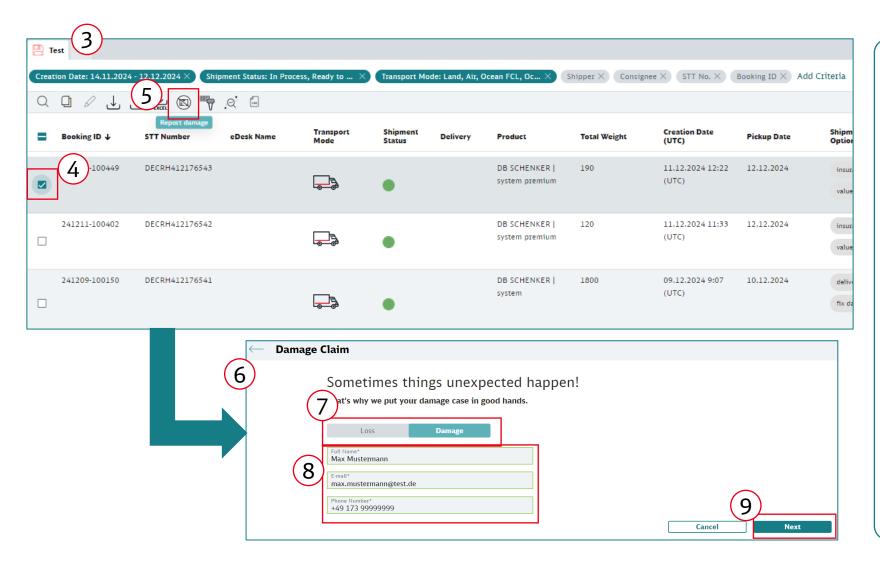# Report transport damage - spot bookings (1/4)

- Log in to your DB Schenker | connect account (1).
- Click on the "take me to my shipments page" icon in the "My shipments" widget on the dashboard (2).

Report transport damage - spot bookings (2/4)

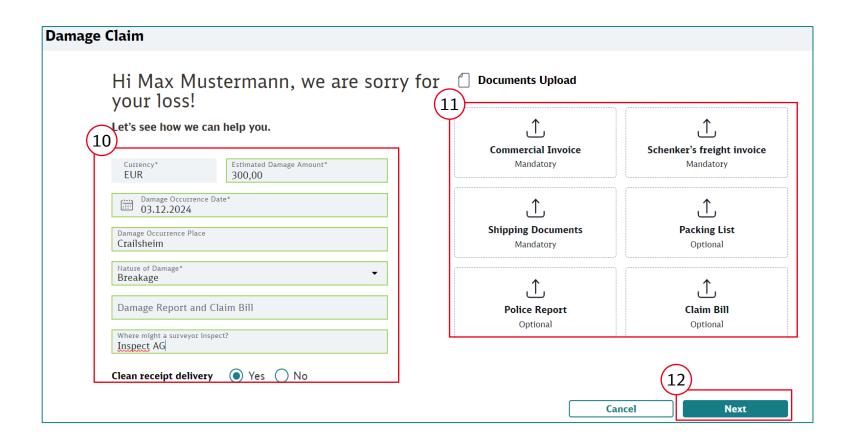- You will be taken to the "My shipments" overview, in which your booked shipments are listed in detail (3).
- Select the shipment for which you would like to report a transport damage or loss (4).
- Click on the "Report damage" button at the top of the bar (5).
- The following portal will open (6).
- Select whether it is damage or loss that you wish to report (7).
- Fill in the form (8).
- Click on „Next" (9).

Report transport damage - spot bookings (3/4)

DB SCHENKER

Damage Claim

Hi Max Mustermann, we are sorry for your loss!

Let's see how we can help you.

(10)

Currency*	Estimated Damage Amount*
EUR	300,00

Damage Occurrence Date*
03.12.2024

Damage Occurrence Place
Crailsheim

Nature of Damage*
Breakage

Damage Report and Claim Bill

Where might a surveyor inspect?
Inspect AG

Clean receipt delivery ● Yes ○ No

Documents Upload

(11)

Commercial Invoice
Mandatory

Schenker's freight invoice
Mandatory

Shipping Documents
Mandatory

Packing List
Optional

Police Report
Optional

Claim Bill
Optional
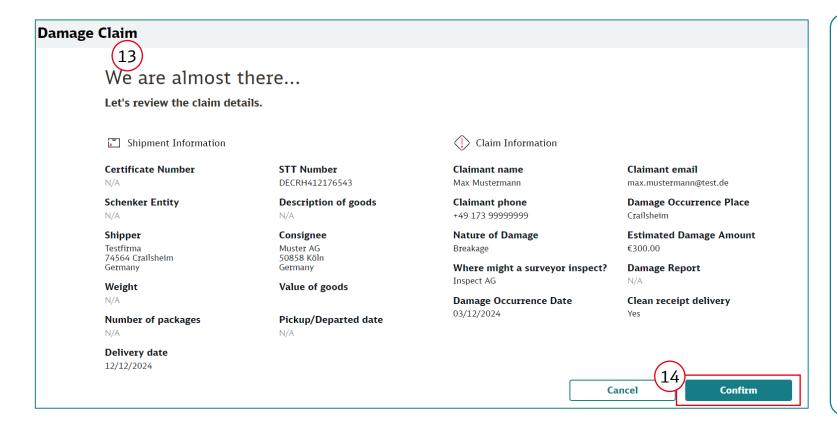
(12)

Cancel   **Next**

- Fill out the form with all details. Note: This is the form for reporting a damage. The form for reporting a loss may differ (10).

- Upload the required documents (11).

- When all data has been entered and all required documents have been uploaded, click on "Next" (12).

Report transport damage - spot bookings (4/4)

Damage Claim

(13)

We are almost there...

Let's review the claim details.

Shipment Information

Certificate Number	**STT Number**
N/A	DECRH412176543
Schenker Entity	**Description of goods**
N/A	N/A
Shipper	**Consignee**
Testfirma	Muster AG
74564 Crailsheim	50858 Köln
Germany	Germany
Weight	**Value of goods**
N/A	
Number of packages	**Pickup/Departed date**
N/A	N/A
Delivery date	
12/12/2024	

Claim Information

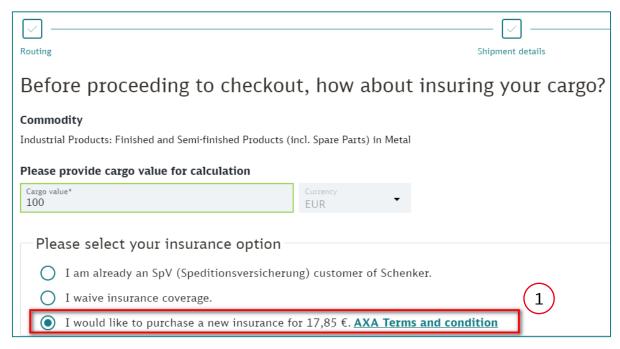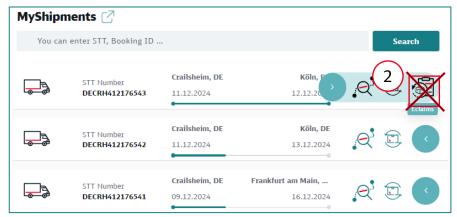|	
Claimant name	**Claimant email**
Max Mustermann	max.mustermann@test.de
Claimant phone	**Damage Occurrence Place**
+49 173 99999999	Crailsheim
Nature of Damage	**Estimated Damage Amount**
Breakage	€300.00
Where might a surveyor inspect?	**Damage Report**
Inspect AG	N/A
Damage Occurrence Date	**Clean receipt delivery**
03/12/2024	Yes

(14)

Cancel | **Confirm**

- Overview of your entry and final check (13).
- Click on "Confirm" (14).
- The damage has been reported. You will also receive an e-mail, confirming the transport damage report, to the e-mail address specified in the form.
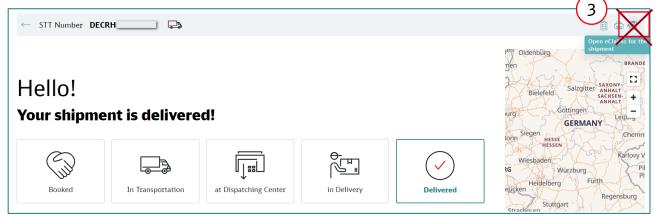
Note: <u>Do not</u> report transport damage via eClaims if booked a transport insurance - spot bookings

- If you have booked transport insurance (1) and would like to report a claim, please do not use the "eClaims" eService (2/3), which is displayed via the icon in the "My shipments" widget or via the icon in "tracking" but report the claim as shown in the slides before.

Thank you