eClaims – User Manual

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eClaims – User Manual

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It is necessary for the customer to file a claim in writing against the person who caused the damage. The eClaims application is used for this case.

eClaims means:

- Easy and fast way to enter a claim
- The customer enters/registers his claim via this platform

Benefits for the customer who uses eClaims:

- Overview of all customer claims in one place
- Possibility of updating and adding data by the customer
- Individual settings of overviews and analyses
- Data export
- Entering a case does not take too much time, it is necessary to enter minimal data, some fields are optional and by filling them in, the customer will contribute to further analyzes for damage and loss prevention

eClaims – User Manual

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Experience next generation claims management!
Filing your incidents and linking related documents made easy and comprehensible:
Our eClaims eService is part of our DB SCHENKER | Connect platform https://www.dbschenker.com
adding up to many other key functions, e. g. Booking, Advanced Tracking etc.

While creating a Claim is possible via public access for any user, even if not registered with DB SCHENKER | Connect, we recommend to apply for our **secure access** for enhanced features (see manual starting at page 19).
Using **secure access**, you can additionally keep track of your claim's progress and manage any filed incident – no matter how it was submitted.

Public access

Incidents submitted via **public access** are transferred directly to Schenker's Customer Service for processing. Previously filed claims are not accessible this way.

Find our eClaims DB SCHENKER | Connect here: https://www.dbschenker.com

eClaims – User Manual
Important remarks

For proper claim processing, following documents are to be provided by the claimant:

- your **transport order**
- your corresponding **freight document(s)**
- a **Proof of Delivery signed by the consignee**
- **(Commercial) Invoice(s)** related to your delivered goods
- **Packing list** (with marked weight)
- substantiated **Claimed Amount** and **Proof of Value**
- **relevant photographs** (if available)

- if applicable: available expert **testimonies**
- if applicable: available **police reports**

    Please pay attention to restrictions regarding file format and size when uploading documents.

For any claim, burden of proof is basically up to the claimant.
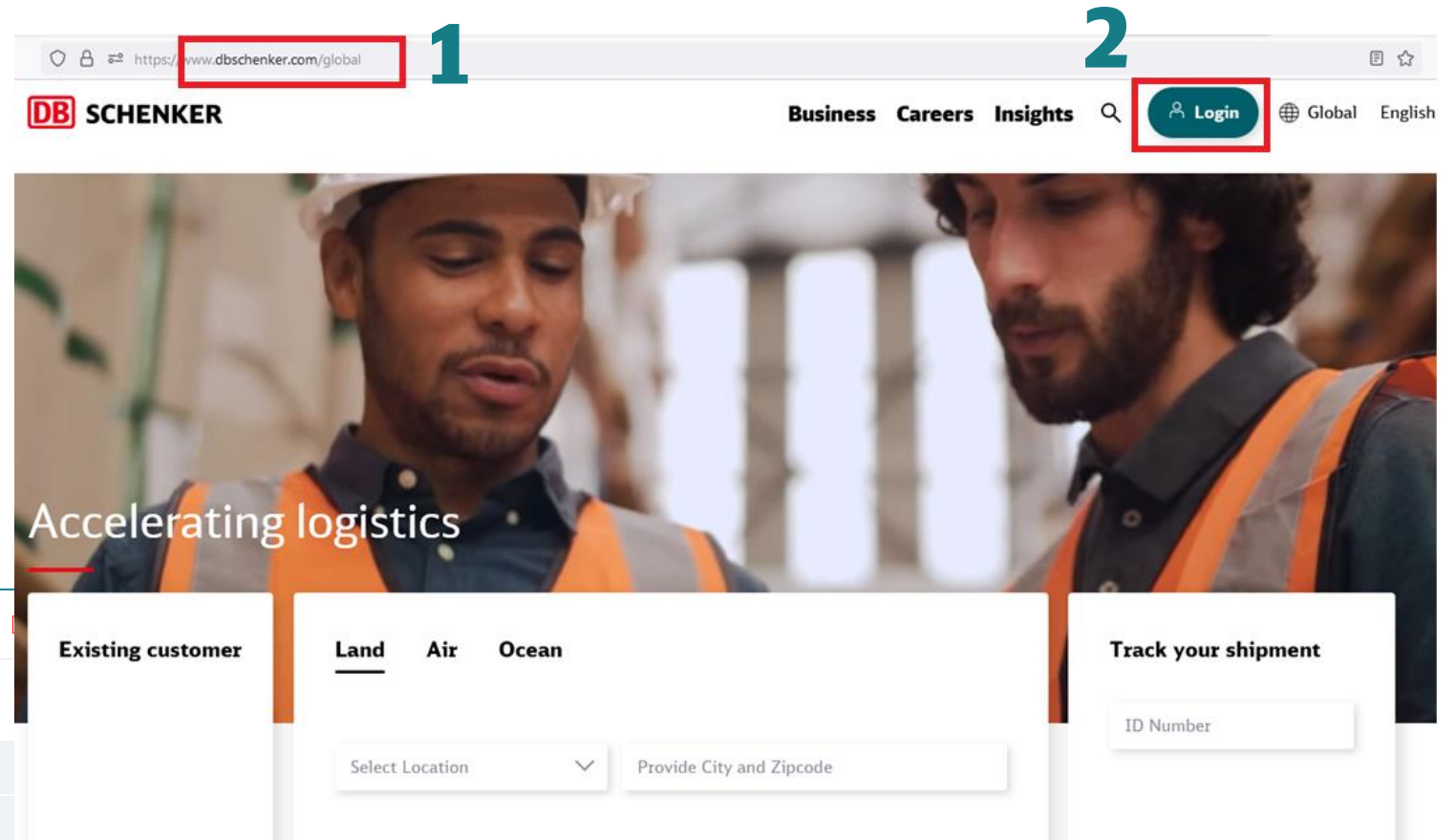
How to create a Claim?
Step 1

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1 Open your browser on page https://www.dbschenker.com

2 In the top right corner of the screen, click the **Login** link.

3 In the window that opens, enter your email address or SIMS ID and password. Then click **Sign in**.

How to create a Claim?
Step 2 - select eClaims

How to create a Claim?
Step 3

Start by chosing your company and personal data from data base.

How to create a Claim?
Step 4

Next up, enter details of the affected shipment.

Create Claim

1 — Customer ——— 2 Transport ——— 3 Claim

Type of Service
Road

STT Number

If the STT number is unknown, please click here to enter the waybill number.

Packaging Type

Goods Code

Your Shipment Reference

Article Numbers

Goods Related Information
Please describe the goods and the way and material the goods were packed.

[Previous]　　[Next]

- Selecting **Type of Service** will prompt various input fields for further information related to the transport.

- A valid „**Schenker Track & Trace**" number is mandatory for proper assignment.

- You may enter a valid waybill number instead.

- In addition, declare which **Kind of Goods** are affected.

You may go back to **Previous** pages at any time or confirm your data by clicking „**Next**".

How to create a Claim?
Step 5

For convenient filing, you may use your own references as well.

Create Claim

1 Customer ——— 2 Transport ——— 3 Claim

Type of Service
Road

STT Number
ATVIE0100123456

If the STT number is unknown, please click here to enter the waybill number.

Packaging Type
Pallet

Goods Code
Building material, Doors,Booth construction material, Goods out o

Your Shipment Reference
LS 5268

Article Numbers
W-17864

enter own references

Goods Related Information
Please describe the goods and the way and material the goods were packed.

optional: provide further information
(up to 1.000 characters)

Previous   Next

How to create a Claim?
Step 6

Create Claim

①———————————————②———————————————③
Customer   Transport   **Claim**

Loss Date	Claimed Amount	Currency
01.04.2021 📅		EUR

Type of Loss	Reason for Loss
Damage - Concealed	Wetness

Your Claim Reference	Cargo Insurance via Schenker
AB1278	No ▾

Damaged Pieces	Damaged Weight
2	76

Is there a record of the damage on the delivery note?

● Yes   ○ No   ○ Unknown

Claim Related Information
Please describe in detail what has happened and the extent of the damage.

Refund Freight Charges   Refund of VAT
☐   ☐

Before submitting, you may add further information to your claim (including a claimed amount and currency) and upload related documents.

Adding internal references is also possible.

Provide a detailed description of the claim event using a free text field.

How to create a Claim?
Step 7

All information provided during creation process is included in a **summary.**

Upon submission, **eClaims instantly provides our Claim Reference**.

Extended eClaims features

Secure access

In addition to basic functions of public access,
secure access provides numerous possibilities to manage your submitted claims.

Update Date ↑	Create Date	Claim Ref.	Your Claim Reference	STT Number	Waybill Number	Consignee	Processing Status	Claimed Amount	Action
25.04.2021	20.10.2020	20ATKLI		ATKLU00	DEZOC-		● File closed	EUR 1159,36	🔍
09.05.2021	05.11.2020	20ATKLI		ATKLU01	DEZOC-		● File closed	EUR 5336,58	🔍
09.05.2021	05.11.2020	20ATKLI		ATKLU01	DEAGB-		● File closed	EUR 145,68	🔍
09.05.2021	05.11.2020	20ATKLI		ATKLU01	DEZOC-		● File closed	EUR 2582,06	🔍

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Latest Claims Search Claim Create Claim

Up to 20 claims displayed

switch to claims details

Extended eClaims features

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Secure access

Claim Details

Ref. Number 20ATKLU   (Closed)
Processing Status: File closed

✉ **Mail to This Claim**

direct link to communication with our claims adjusters

Your company	Reported By	E-Mail

VAT ID

SAP Number

Ref. Number 20ATKLU   (Closed)
Processing Status: File closed

Type of Transport Mode
Road

Your Shipment Reference

Minimize

For question regarding this claim,
enter your text and click send

STT Number
ATKLU0

Goods Code
Lights, Lighting equipment,

Subject: **20ATKLU**

Waybill Number
DEZOC-

Packaging Type
Pallet

Loss Date
05.10.2020

Claimed Amount
EUR 1159,36

We will contact you via: **Your eMail address**   Send

Type of Loss
Damage - Obvious

Insurance

Reason for Loss
Breakage

Refund Freight Charges
No

Damaged Pieces
5

Damaged Weight
57

Extended eClaims features

For reporting and analysis, a customizable list and data export feature are available.

Customize list

Save customization

Export Search result (xls format)

Claim Detailed View

Detailed view of claims provides **three** additional features.

1) Communicate with Schenker Claims Adjusting Department via eMail

Prompt an eMail form whose content gets linked automatically to your submitted claim.

Claim Detailed View

2) Update your Claimed Amount

Claim Details

Ref. Number 21ATRIE   (Open)   ✉
Processing Status: Awaiting documents from claimant   Mail to This Claim

Your company	Reported By	E-Mail

VAT ID   SAP Number

Type of Transport Mode   Your Shipment Reference
Road

STT Number   Goods Code
ATRIE1C   Household articles, appliances, - accessories

Article numbers   Waybill Number
42420C   DEPAU·

Packaging Type   Loss Date
Pallet   03.05.2021

Claimed Amount   Currency   Type of Loss
                  EUR   Damage - Obvious

If you did not state a claimed amount during submission process, you can do so with an open claim anytime later.

The entered claimed amount has to be amended?

Feel free to use our eMail form for contacting our claims adjusters directly to request changing.

Claim Detailed View

3) Manage your documents

You may add related documents to a submitted claim anytime.

All files are transferred to Schenker's claims adjusting system automatically.

Created 30.11.2020 13:08
Changed 30.01.2021 03:00

⬆

Upload a File

Drag and drop your file here
Maximum file upload is 10MB
Maximum file name: 100 characters
Accepted file types:
(doc docx jpg jpeg pdf ppt png pptx tif tiff txt xls xlsx)

Documents Supporting Claim Handling

✓ Commercial Invoice   ✓ Packing List   ✓ Claim Invoice   ✓ Photos

Recent Upload (max. 30 items)

🖼)2.jpg ✕

🖼)1.jpg ✕

📄 Schriftverkehr.pdf ✕

🖼)3.jpg ✕

Please address customer service of your local branch for further information.

DB SCHENKER | Connect -Plattform **https://www.dbschenker.com**

eClaims
First step:
DB SCHENKER |
Connect
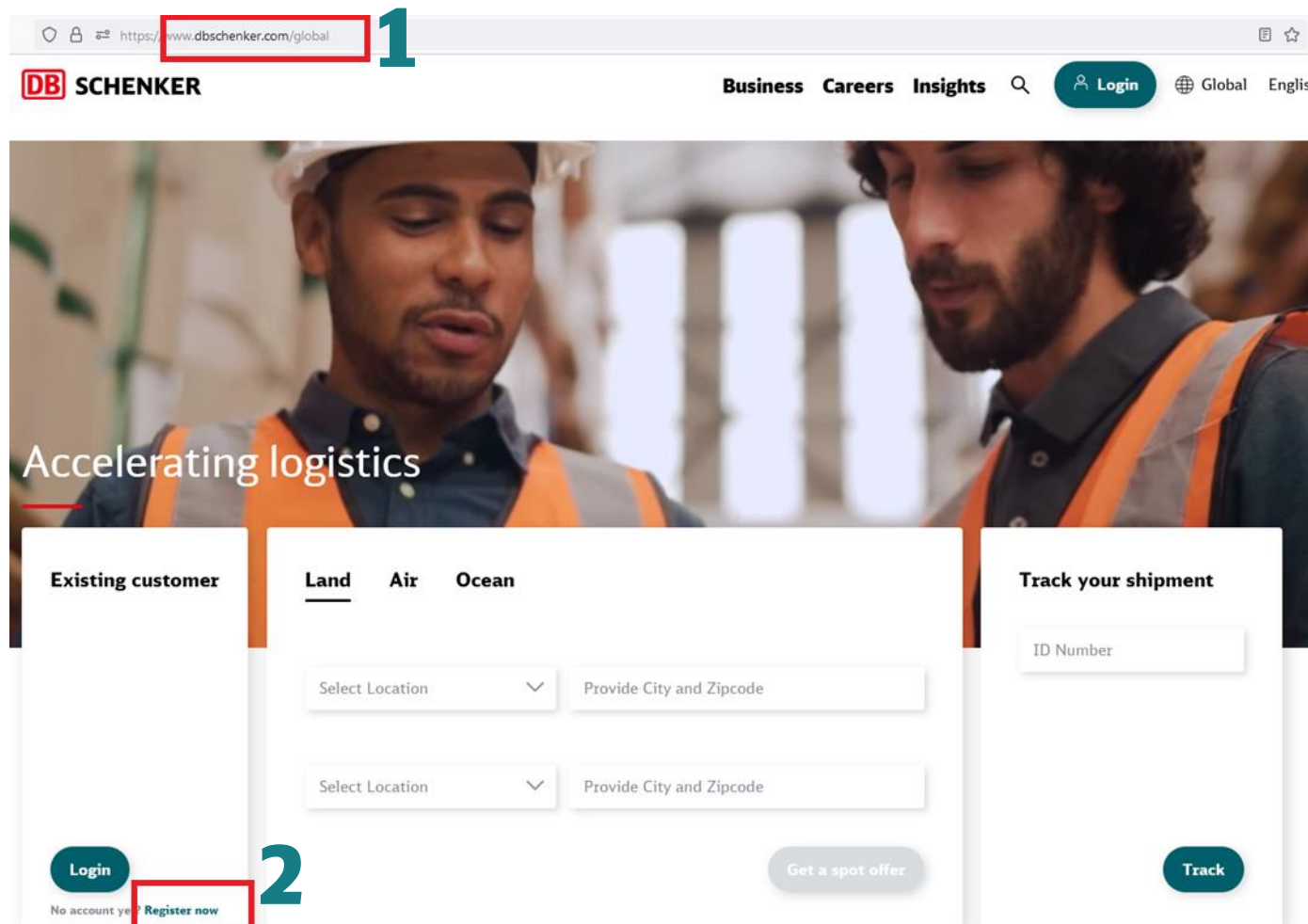# registration

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DB SCHENKER | Connect portal registration

To take full advantage of the eClaims service, it´s necessary to make a registration on the DB SCHENKER | Connect portal.

1 Open your browser using address:
https://www.dbschenker.com

2 Click button **Register** in the upon right corner.

Filling in basic user data

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Fill in the profile - most fields are mandatory - optional fields are marked with the text **optional**

1   **Personal data -** Fill in the user's data. ATTENTION - only one user account can be registered to the specified email! The email address is a key piece of information - check it carefully for accuracy!

2   **Your company** – fill in the address of your company.

3   **Password** – set your password for access. Your password is valid indefinitely. Blocking occurs after 3 unsuccessful entries in a row.

4   Check Agree to **Terms and Conditions**, or enable **Newsletter**.

5   Click on the correct image to confirm that the registration is a real person.

6   Confirm everything by clicking on the **Register** button.

Registration

Your Personal Data

1

| Salutation | First name | Surname |

E-mail

Phone
+1 201-555-0123

Mobile
+1 201-555-0123   Optional

Your Company

2

Company Name

Country

| Postal code | City | State   Optional |

Street

Set Password

3

Password

4

I have read and agree to the Terms and Conditions

Please keep me updated about DB Schenker news in alignment with the Privacy Policy

Verify you're a real person by clicking on the spider.   reload

5

6

Register

Email confirmation of registration

1 An email will arrive at the email address used to register.

2 In the email you receive, **click on the link** to confirm your registration*.

3 After viewing the confirmation information, you will either be automatically redirected to the DB SCHENKER | Connect homepage or you can use the **Sign In** button to switch to this page.

If no confirmation arrives by email the reasons may be:
- *Incorrect email address entered during registration - please check your email address. If you create a new registration at that email address - the wizard should not let you proceed (because the registration for that email already exists)*
- *Registration email ended up in the junk mail - please check your spam/junk mail folder*
- *The registration email has been held by the mail server's security program - ask your IT department to add sims.notify@dbschenker.com to exceptions and then perform a password reset.*

2

Check your inbox

Thank you, we have received your registration request!

To confirm your registration, please click on the link in the email which has been sent to you(ostxfspclpazxngbdr@sdvrecft.com).

Check your spam folder if the e-mail is not showing up in your inbox in the next minutes.

You can close this browser window now.

Schenker profile!

teřina Dlouhá,

Last step! Please click on the following link to confirm your e-mail address, and we'll finish creating your DB Schenker Identity Management Service (SIMS) profile:

https://register.dbschenker.com/confirm/8a80944c7b90b4cf017c6f2740cc36a7

Please note: This link is only valid for 7 days.

If you did not request a new profile, please ignore this e-mail.

Kind regards
Your Schenker Identity Management Service (SIMS) Team

mail: SIMS has generated the e-mail automatically. E-mails to
om will not be delivered. Please contact the SIMS support
m) if you have any questions.

Thank You!

Thank you for confirming your e-mail-address. We are currently creating your profile. This could take a couple of seconds.

Once completed you will be directed to https://eschenker.dbschenker.com/nges-portal/api/login?client_id=eschenker&reg_data=&targetUrl=%2Flaunch-page%2Fpublic%3Flanguage_region%3Den-US_US&microfrontend=true&kc_locale=en&type=customer.
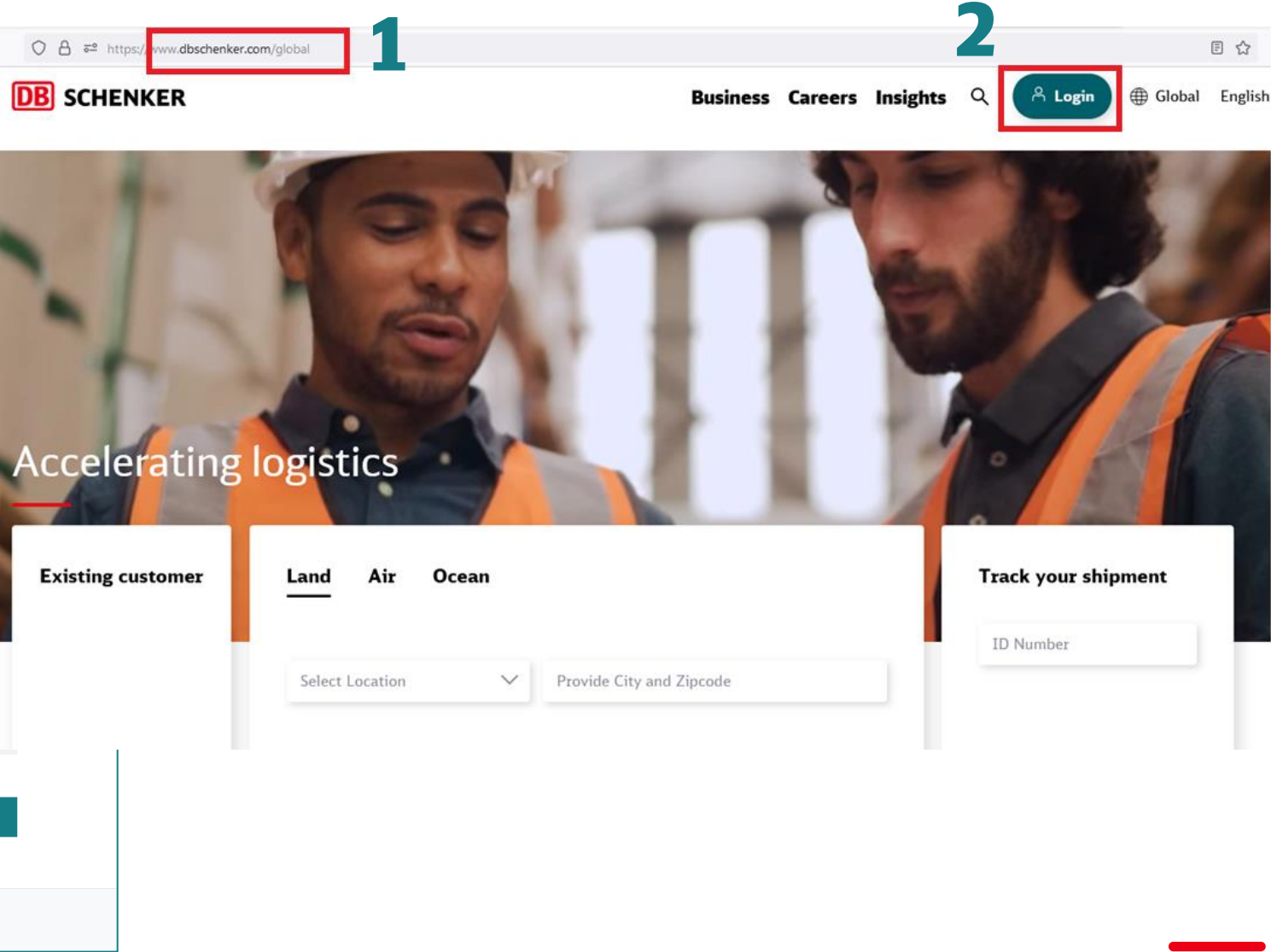
If it doesn't work click the link below.

3 Sign In

DB SCHENKER | Connect portal login

1 Open your browser on page https://www.dbschenker.com

2 In the top right corner of the screen, click the **Login** link.

3 In the window that opens, enter your email address or SIMS ID and password. Then click **Sign in**.

Reset password and sending username (SIMS ID)

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1
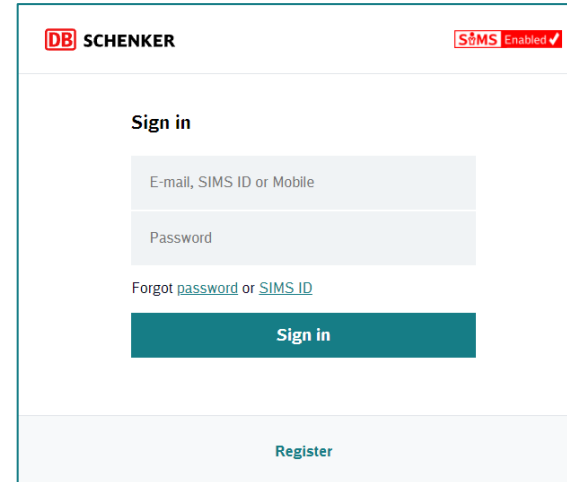After logging in to the DB SCHENKER | Connect portal, a login screen will appear. Here you can choose whether you need to reset a forgotten password or obtain a SIMS ID.

2
If you forget your password, fill in your email address or SIMS ID, confirm by selecting the correct image and click **Submit**. A message will arrive in your email and follow the instructions to reset your password*.

3
If you have forgotten your SIMS ID, fill in your email address, confirm by selecting the correct picture and click **Submit**. A message will arrive in your email with information about your SIMS ID*.
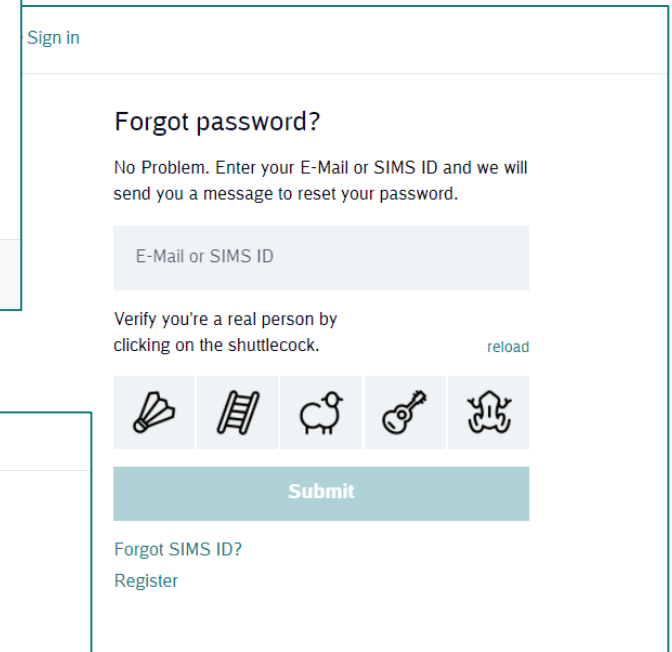
*) If the email hasn't arrived, please check that your input and settings are correct.

If you have any questions, please contact us:

cz.sm.prg.e-services@dbschenker.com