

# eClaims – User Manual



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

## **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.

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

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

- Commercial invoice for goods
- Claimed amount
- Screen from SAP (on the date of the damage) with the customer's stamp and signature/Price list
- Photo documentation of damaged goods, packaging, etc.
  
- 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

1

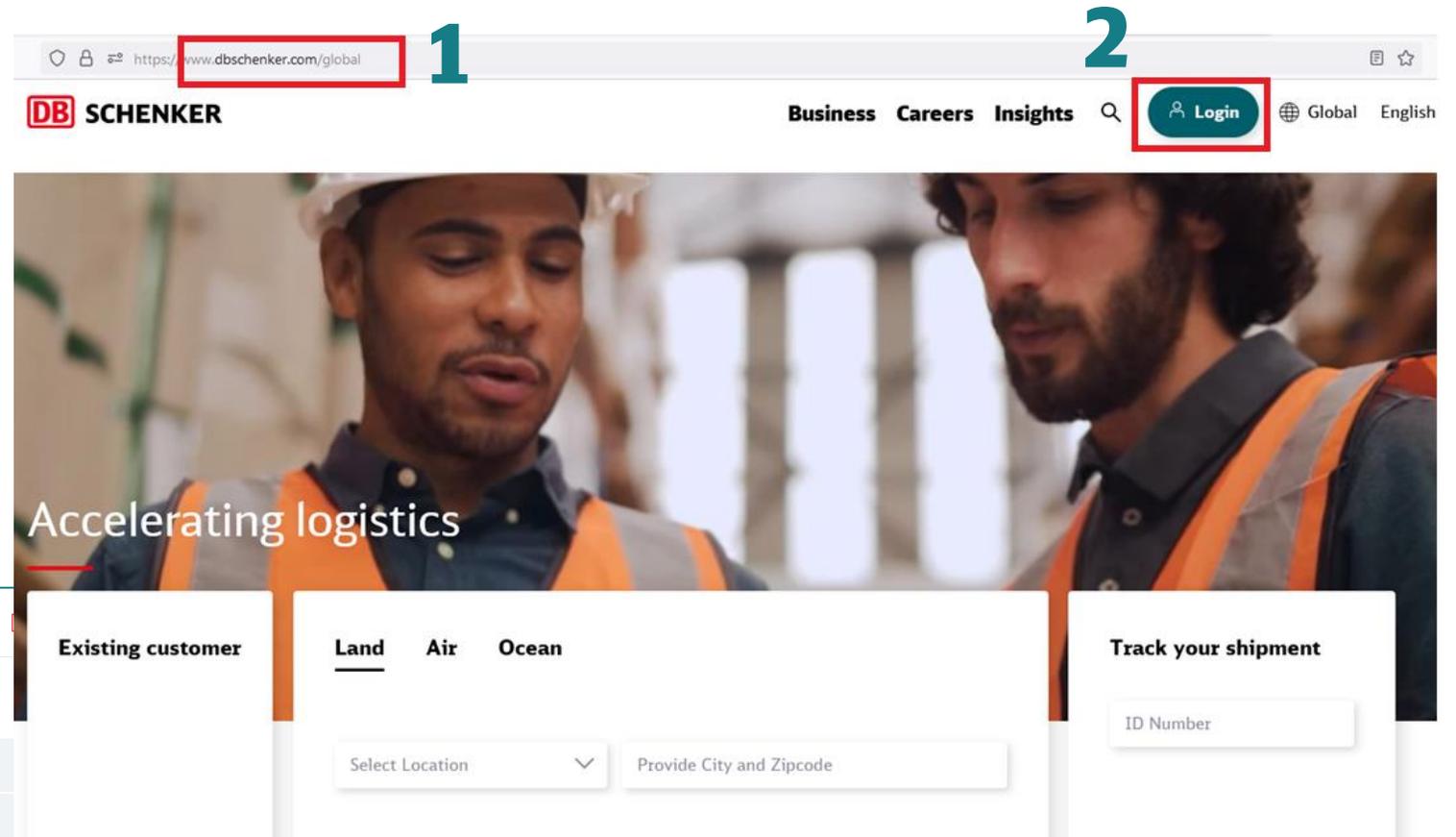
Open your browser on page <https://www.dbschenker.com>

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**.



3

# How to create a Claim?

## Step 2 - select eClaims



The screenshot shows the DB Schenker eServices dashboard. At the top left is the DB Schenker logo. Below it is a 'Hello' greeting and a user profile icon. The main content area is divided into several sections:

- eServices:** A search bar for eServices and a 'Favorites' section with three icons: 'eClaims' (highlighted with a red box and a red circle with '1'), 'Tracking', and 'Reporting'. A link for 'All eServices' is also present.
- Click. Ship. Done.:** A section with transport mode filters (Land, Air, Ocean) and two buttons: 'Create a template' and 'Book now'.
- Templates:** A section with a link to 'Templates' and the text 'You can Create and save Templates for faster booking.' Below it, it says 'Items: 0'.
- News:** A section with a 'No news yet' message and an illustration of a person standing on a bar chart, with the text 'Check back again to keep up up-to-date.'
- MyShipments:** A section with a search bar containing the text 'You can enter STT, Booking ID ...' and a 'Search' button. Below it is an illustration of a hand pointing at a computer screen and the text 'It's time to book your first shipment!'.

At the bottom of the dashboard, there are links for 'Terms & Conditions of Use', 'Legal Information', 'Privacy', and 'Support'.

# How to create a Claim?

## Step 3 – select Create Claim



Chose your company

 Latest Claims [Search Claim](#) [Create Claim](#)

## Create Claim



Company Name & SAP Account

City  Street & House Number

VAT ID  Postal Code

Next

# How to create a Claim?

Step 4 - select Logistics Service



**Latest Claims**   **Search Claim**   **Create Claim**

## Create Claim

Road

Air

Ocean

**Logistics Service**



# How to create a Claim?

## Step 5



[Latest Claims](#) [Search Claim](#) [Create Claim](#)

## Create Claim



Type of Service  
Logistics Service

Packaging Type  
Euro-Pallet **1**

Goods Code  
Vehicles, Motorbikes, self-propelled machinery, Car parts, Tires **2**

Your Shipment Reference

Article Numbers

Goods Related Information  
goods packed and wrapped **3**

Previous

**4** Next

# How to create a Claim?

## Step 6



Loss Date **1.3.2024** 1

Claimed Amount  Currency **EUR**

Type of Loss **Damage - Obvious** 2

Reason for Loss **Damaged by forklift / other goods** 3

Your Claim Reference

Cargo Insurance via Schenker **Unknown**

Damaged Pieces

Damaged Weight

	Yes	No	Unknown
Is there a record of the damage on the delivery note?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Refund Freight Charges	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Refund of VAT	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Claim Related Information **pallet damaged in warehouse** 5

Supporting Documents

Commercial Invoice  Packing List  Claim Invoice  Photos

**Upload available documents, other documents may be requested later.**

6

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)

Reported By  E-Mail

**Liberec 463 12**

VAT ID  SAP Number **900005068**

Type of Transport Mode **Logistics Service** Goods Code **Vehicles, Motorbikes, self-propelled machinery, Car parts, Tires**

Packaging Type **Euro-Pallet** Loss Date **1.3.2024**

Type of Loss **Damage - Obvious** Reason for Loss **Damaged by forklift / other goods**

Cargo Insurance via Schenker **Unknown** Is there a record of the damage on the delivery note? **Unknown**

Refund of VAT **No** Refund Freight Charges **No**

Goods Related Information **goods packed and wrapped**

Claim Related Information **pallet damaged in warehouse**

[Previous](#)

7

# Extended eClaims features



## Secure access

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

The screenshot shows the DB Schenker eClaims interface. At the top left is the DB Schenker logo. To the right are icons for a globe and a user profile. Below the logo are navigation links: 'Latest Claims', 'Search Claim', and 'Create Claim'. A message states 'Up to 20 claims displayed'. The table below has columns for Update Date, Create Date, Claim Ref., Your Claim Reference, STT Number, Waybill Number, Consignee, Processing Status, Claimed Amount, and Action. The first four rows of data are shown, each with a magnifying glass icon in the Action column.

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	

switch to claims details

# Extended eClaims features



## 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	
Type of Transport Mode Road	Your Shipment Reference	
STT Number ATKLU0	Goods Code Lights, Lighting equipment, I	
Waybill Number DEZOC-	Packaging Type Pallet	
Loss Date 05.10.2020	Claimed Amount EUR 1159,36	
Type of Loss Damage - Obvious	Insurance	
Reason for Loss Breakage	Refund Freight Charges No	
Damaged Pieces 5	Damaged Weight 57	

### Ref. Number 20ATKLU (Closed)

Processing Status: File closed

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

Subject: 20ATKLU

We will contact you via:

[Send](#)

# Extended eClaims features



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

Poslední reklamace **Hledat reklamaci** Vytvořit reklamaci

Hledat 1 × +

Od data: 2022-02-19 × Do data × Reference reklamace × Stav: Vše × Číslo Vaší reklamace × STT číslo × Číslo nákladního listu (Waybill... × Číslo balení × Reportováno × Hledat

Stav zpracování: Všechny stavy × Přidat kritéria

Exportovat Export Search result (xls format)

Datum aktualizace	Datum vytvoření	Reference reklamace	Číslo Vaší reklamace	STT číslo	Číslo nákladního listu (Waybill number)	Příjemce	Stav zpracování	Reklamovaná částka	Uhrazená částka	Akce
4.3.2024	26.1.2024	24ZLIC00079		211000002			• Případ uzavřen (Plně uhrazeno)			🔍
22.2.2024	17.1.2024	24ZLIC00041		211000002			• Případ uzavřen (Plně uhrazeno)			🔍
20.2.2024	9.11.2023	23ZLIC01335		211000002			• Případ uzavřen (Plně uhrazeno)			🔍
20.2.2024	14.8.2023	23ZLIC00899		211000002			• Případ uzavřen (Plně uhrazeno)			🔍
1.2.2024	16.1.2024	24ZLIC00039		211000002			• Případ uzavřen (Plně uhrazeno)			🔍
3.1.2024	21.6.2023	23ZLIC00658		211000002			• Případ uzavřen (Plně uhrazeno)			🔍
16.11.2023	18.10.2023	23ZLIC01230		211000002			• Případ uzavřen (Plně uhrazeno)			🔍
31.10.2023	4.9.2023	23ZLIC00988		211000002			• Případ uzavřen (Plně uhrazeno)			🔍

Customize list

Save customization

# Claim Detailed View



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

## 1) Communicate with Schenker Claims Customer Service via eMail

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

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

---

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

---

Subject: 20ATKLU

---

We will contact you via:  Send

# 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

ATRIE10

Household articles, appliances, - accessories

Article numbers

Waybill Number

424200

DEPAU-

Packaging Type

Loss Date

Pallet

03.05.2021

Claimed Amount

Currency  
EUR

Type of Loss

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)

	02.jpg	<input checked="" type="checkbox"/>
	01.jpg	<input checked="" type="checkbox"/>
	Schriftverkehr.pdf	<input checked="" type="checkbox"/>
	03.jpg	<input checked="" type="checkbox"/>

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

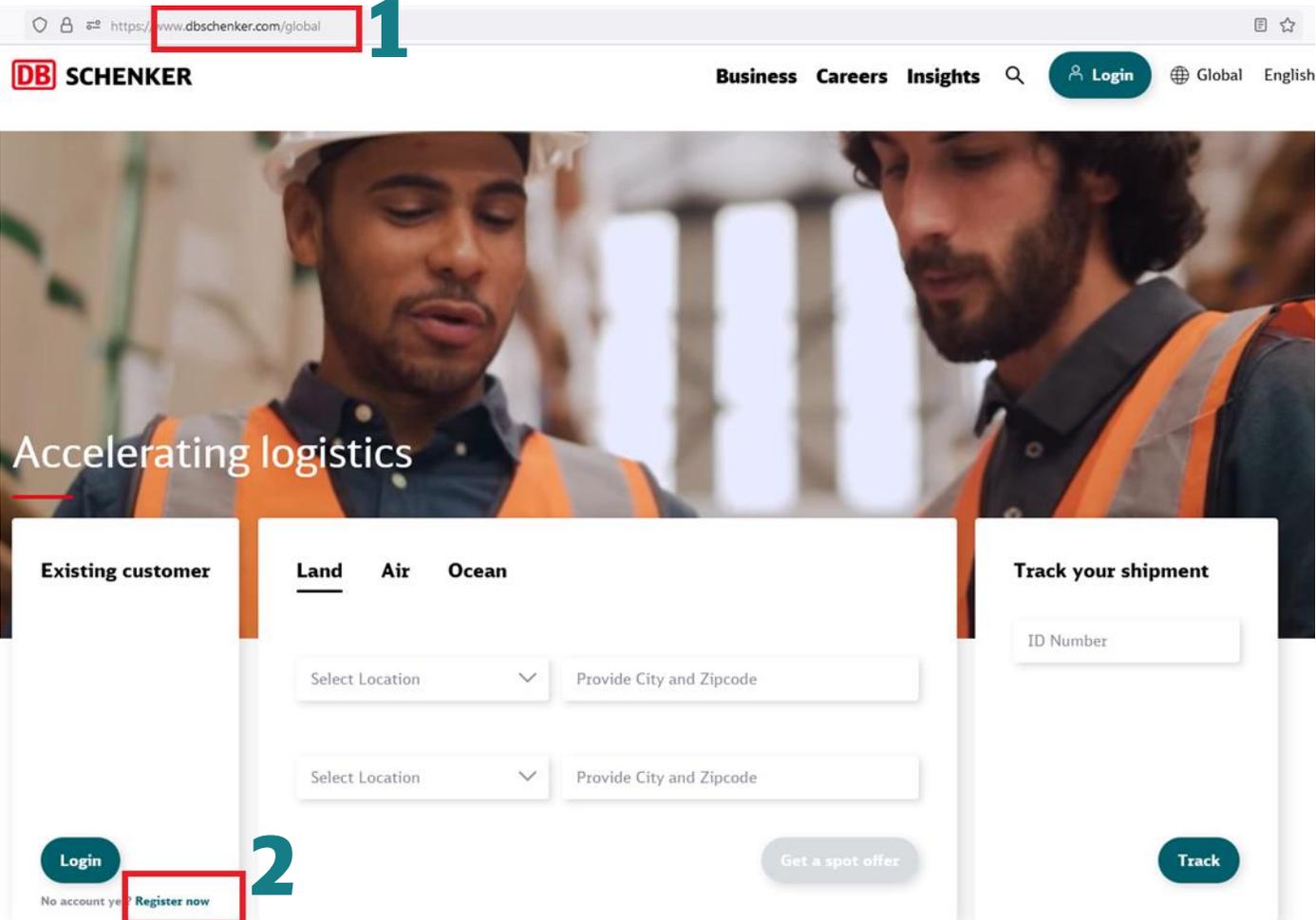
DB SCHENKER | Connect -Plattform <https://www.dbschenker.com>

# eClaims First step: DB SCHENKER | Connect registration



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

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**.

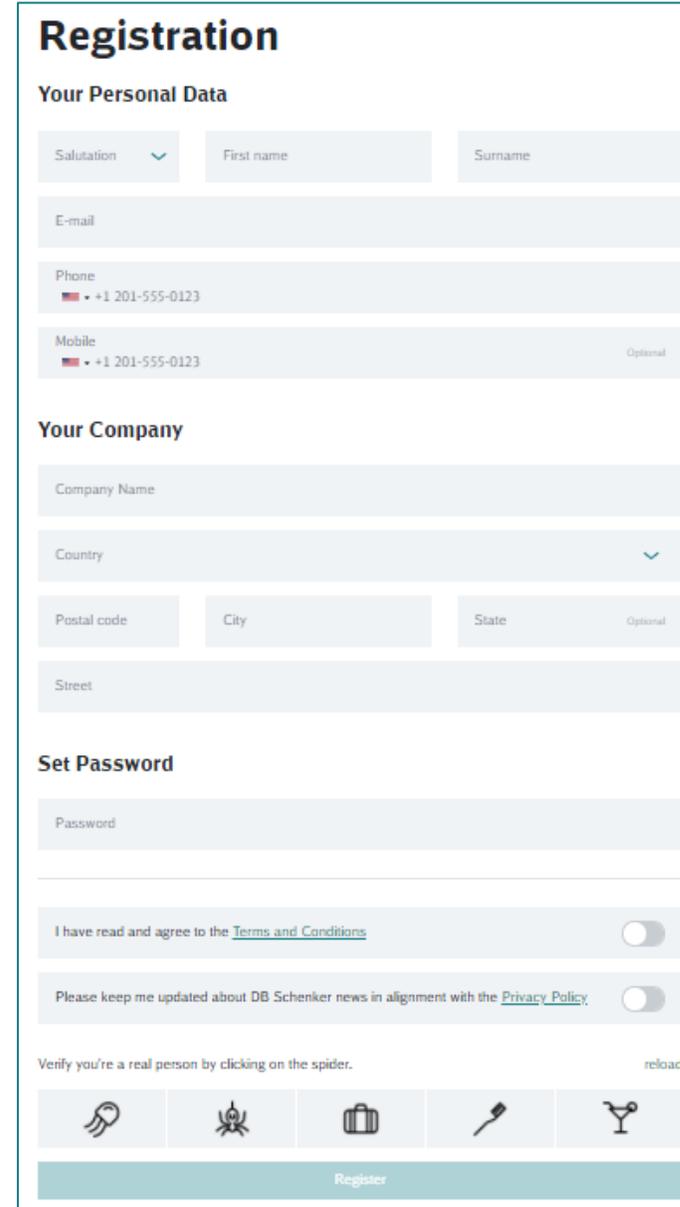
5

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

6

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

1



The screenshot shows the 'Registration' form with the following sections:

- Your Personal Data:** Includes fields for Salutation (dropdown), First name, Surname, E-mail, Phone (+1 201-555-0123), and Mobile (+1 201-555-0123, marked as optional).
- Your Company:** Includes fields for Company Name, Country (dropdown), Postal code, City, State (optional), and Street.
- Set Password:** Includes a Password field.
- Agreements:** Includes checkboxes for 'I have read and agree to the Terms and Conditions' and 'Please keep me updated about DB Schenker news in alignment with the Privacy Policy', both with toggle switches.
- Verification:** A section titled 'Verify you're a real person by clicking on the spider.' with a 'reload' link and five icons: a hand, a spider, a suitcase, a pencil, and a glass.
- Register Button:** A large teal button at the bottom.

2

3

4

5

6

# 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.*

### 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(ostxfspclpazngbdr@sdvrect.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.

2

Schenker profil

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.

3

### 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.

[Sign In](#)

1

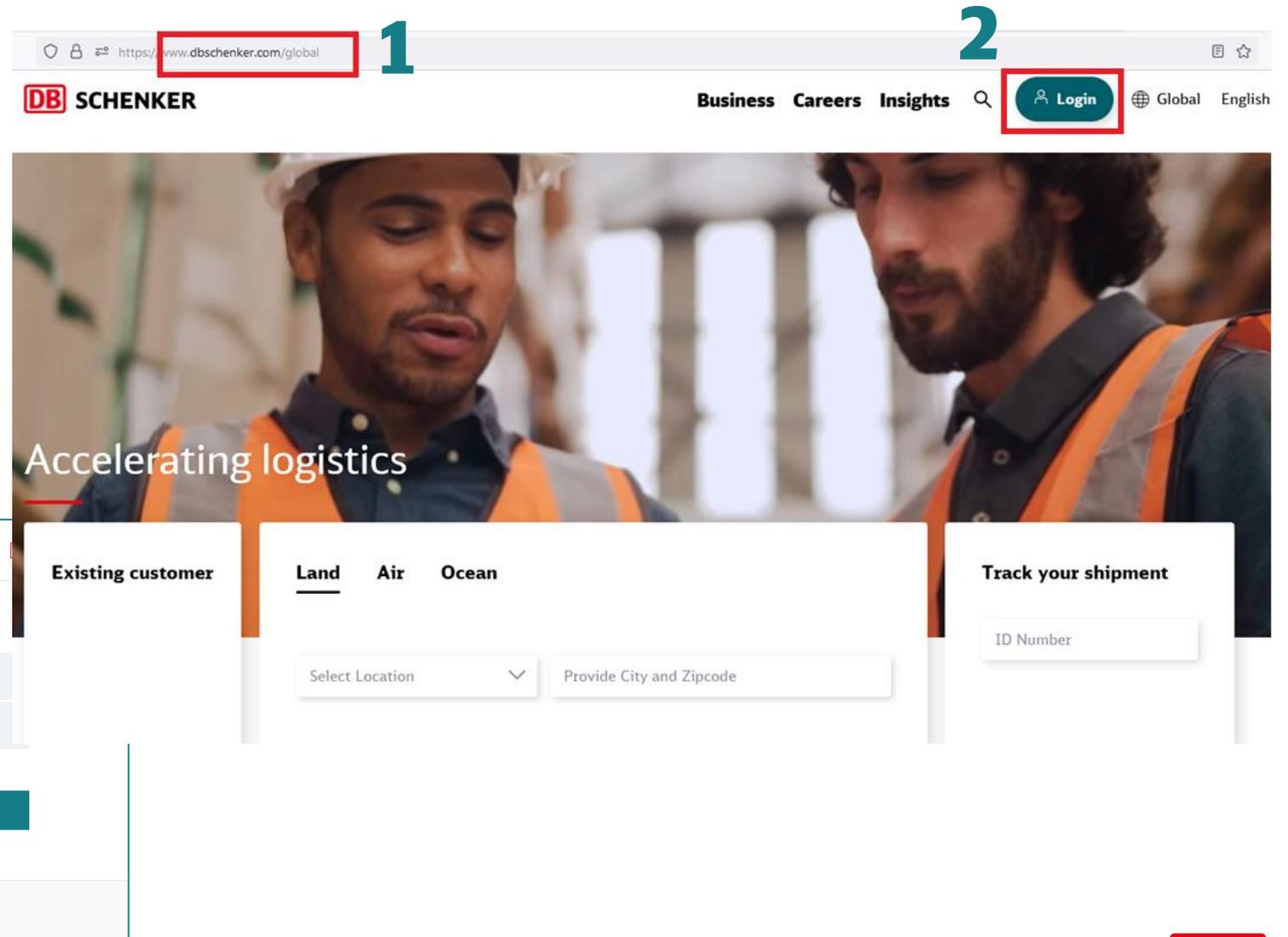
Open your browser on page <https://www.dbschenker.com>

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)

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.*

1

2

3

**eSchenker**  
**It's so**  
**e**asy!



**If you have any questions, please contact us:**  
**[cz.sm.prg.e-services@dbschenker.com](mailto:cz.sm.prg.e-services@dbschenker.com)**