

eClaims

eClaims allows customers to submit their claim within 3 minutes without having to contact **DB SCHENKER** staff.



Purpose

Create Claim

1

2

3

TransportClaimCustomer

Type of Service

Next

Using eClaims, which is part of eServices, you can, without prior registration:

- Report a new **DB SCHENKER** claim [here](#)

With registration you can additionally:

- Communicate with the persons handling your claims
- Hand over documents for new and existing claims
- Monitor the processing status of your claims

Create Claim

1

2

3

CustomerTransportClaim

Company Name & SAP Account

CityLiberecStreet & House Number

VAT IDPostal Code463 12

Next



Reporting of new DB SCHENKER claims



Monitoring the processing status of your claims



Communication with persons handling claims

DB SCHENKER

Latest Claims Search Claim Create Claim

Up to 20 claims displayed

Export

Update Date	Create Date	Claim Ref.	Your Claim Reference	Waybill Number	Comigace	Processing Status	Claimed Amount	Settled Amount	STY Number	Action
6.3.2024	18.4.2023	23CZLIC00377				File closed (Fully Settled)			2110000002	Q
5.3.2024	5.3.2024	24CZLIC00223				File closed			2110000001	Q
4.3.2024	26.1.2024	24CZLIC00079				File closed (Fully Settled)			2110000002	Q
22.2.2024	17.1.2024	24CZLIC00041				File closed (Fully Settled)			2110000002	Q
20.2.2024	9.11.2023	23CZLIC01335				File closed (Fully Settled)			2110000002	Q
20.2.2024	14.8.2023	23CZLIC00899				File closed (Fully Settled)			2110000002	Q
1.2.2024	16.1.2024	24CZLIC00039				File closed (Fully Settled)			2110000002	Q
3.1.2024	21.6.2023	23CZLIC00658				File closed (Fully Settled)			2110000002	Q
16.11.2023	18.10.2023	23CZLIC01230				File closed (Fully Settled)			2110000002	Q
1.2.2024	16.1.2024	24CZLIC00039				File closed (Fully Settled)			2110000002	Q
3.1.2024	21.6.2023	23CZLIC00658				File closed (Fully Settled)			2110000002	Q

DB SCHENKER CZ/SK BLOG
dbschenker-stale-v-pohybu.cz

Are you missing additional service icons?
Contact us: cz.sm.prg.e-services@dbschenker.com

