

# Getting started- guide for contract customers

The ultimate freight guide for land transport

2023-07-11





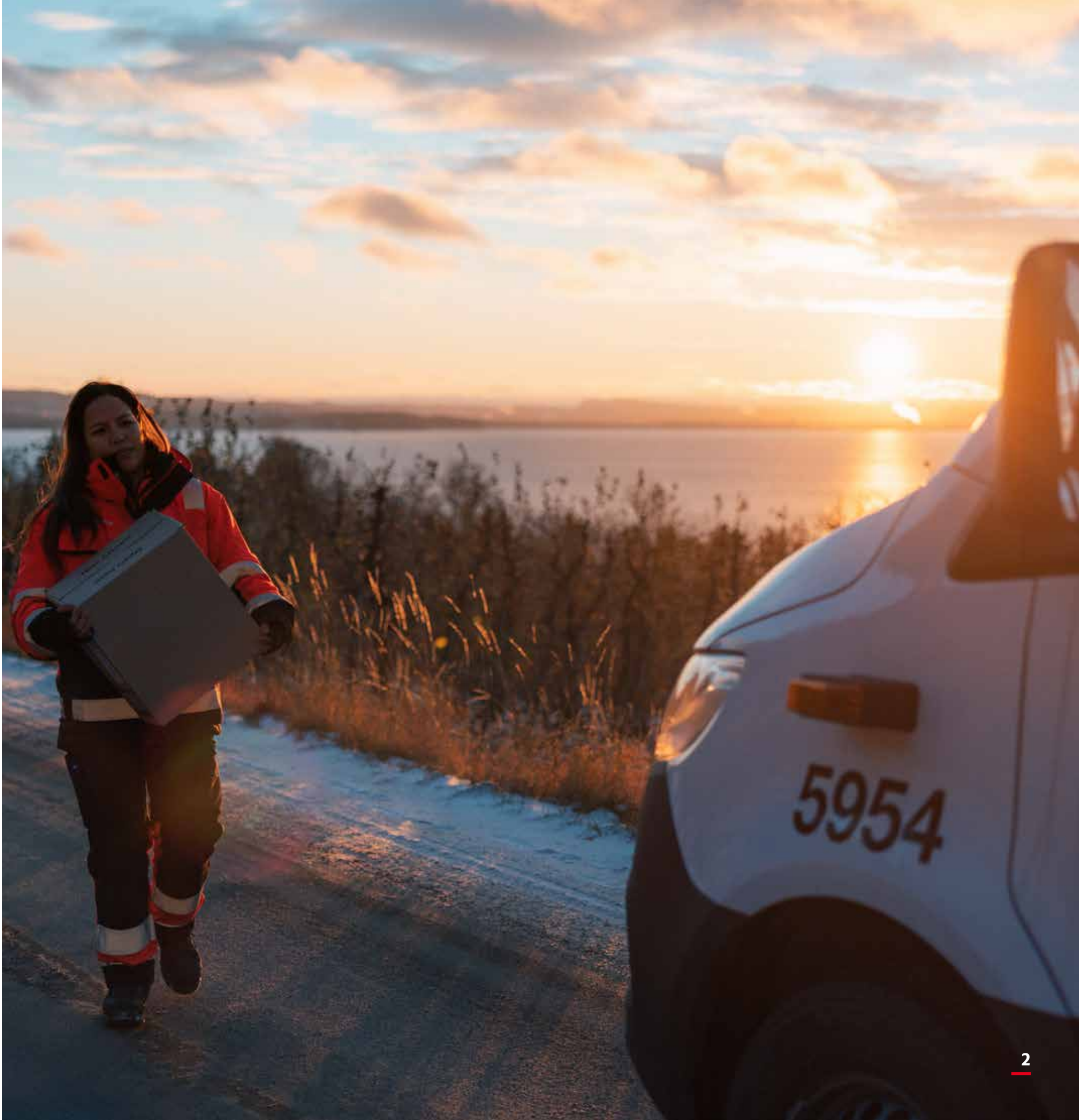
# Welcome to the logistics jungle!

Logistics can sometimes feel a little complicated and a little too much to keep track of. So we made this guide for you where we explain common concepts, explain how we calculate price, give tips on how to pack and help you through our customer portal.

We simply guide you through the logistics jungle. Enjoy!

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# Get started with DB SCHENKER | connect

## What is DB SCHENKER | connect?

Our free of charge platform where you log in and handle everything related to your shipping. You can, for example, plan and follow up your transports, calculate prices and see proof of delivery and invoice copies. You can book your freight without having activated your account, but then you will miss out on all the benefits from using DB SCHENKER | connect.



## Create an account

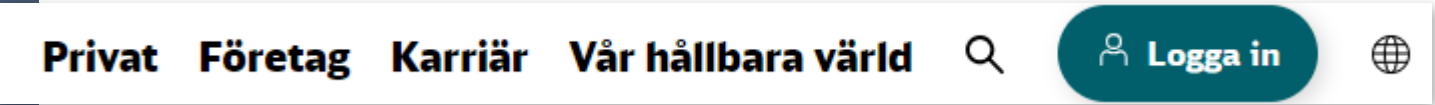
1. Activare your account [here](#).  
Remember your password because you'll need it, and your email address, when logging in.
2. When you have registered, you will receive an email with an activation link that you must click on to activate your account. The email comes from DB Schenker's authorization system SIMS.

When you click on the link, your account has been activated in SIMS! Close the window and go to DB SCHENKER | connect and log in.

## Create an account for employees

- Assign the role of administrator to someone else - our recommendation is to always have at least two administrators if possible.
- Control access to different assets.
- Delete user accounts that are no longer in use.
- Log in and click the "Help" link in the top menu to get access to the administration guide.

**Log in to DB SCHENKER | connect via the top menu  
on our website (click image below)**



**Psst...** You're always welcome to contact our customer service if you have any questions. Please find contact information on page 15.

# Assets in DB SCHENKER | connect



## Price calculation

Calculate the price of your shipment according to your agreement price, including any options and surcharges.



## Tracking

Track your shipment from start to finish. You can use the shipping ID/shipping note number, package ID, sender or recipient reference to track the shipment.



## Advanced Tracking

Offers you a range of options, e.g. see how many shipments have been delivered, or not delivered, during a certain period. You can see copies of your transport instructions and the proof of delivery. All data can be exported to Excel.



## Book domestic and export (goods/parcel)

Book domestic land transport and exports to Europe. Print shipping documents (labels and shipping note).



## Book goods import Book Ocean/Air

Book land transport imports. You get more control over the flow and you can track your shipment all the way from the supplier. Easier freight handling.



## Invoice/Balance report

Here you will find, among other things, copies of your invoices for domestic transport and international parcels. Search for a specific invoice or all invoices within a certain period.



## Emission calculation

Use our calculation to make an environmentally conscious choice. The calculation shows how much emissions a certain transport generates.



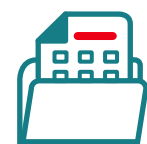
## Reports

Find preliminary pricing of your ongoing transports, invoice statistics, environmental report based on your transports - to simplify your follow-up and analysis. The reports can be exported to Excel.



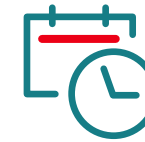
## Pallet balance note

If you are part of DB Schenker's "pallet pool", your balance statements will appear here twice a month (on the 15th and at the end of the month).



## Tariffs

Shows your agreed price lists. Note that this service does not show the total price, hence, always use Price calculation to include any additional fees, e.g. local surcharge.



## Schedule

Find departure and arrival dates from one place or country to another place or country. This makes it easier to plan your booking, which makes it easier for both you and your recipient.

## Other

Do you need to change the invoice address, order another customer number or deregister a customer number? Use a form in DB SCHENKER | connect to order the change. Click on the help button at the top right of the menu (when you are logged in) to access the order forms.

## Some common logistics terms

**Shipment:** A shipment can consist of several packages (units). The entire shipment gets a shipment ID and each individual package gets a unique package ID.

**Package:** Each individual package/unit in a shipment is a package.

**Parcel:** Lighter and smaller shipments, up to 30 kg and within certain dimensions.

**Goods:** Heavier shipments, over 30 kg.

**Groupage:** Shipments handled via terminal.

**Part load:** Shipments that are usually not handled via a terminal.

# Parcel or goods?

Let's start by finding out if your shipment should be shipped as a parcel or goods. We have a few different options to look at.

**Note:** If your shipment weighs more than 30 kg, you need to use a load carrier, e.g. a pallet for us to handle your shipment. You should always add the load carrier when you weigh and measure your shipment.

## 1. Parcel

Do you have a package that weighs a maximum of 30 kg? Is length plus circumference max 3 meters? No side longer than 2 meters? Then it should be shipped as a parcel.

## 2. Parcel

Do you have more than one package? You can send several packages (within the limits above) in the same shipment. Then the total weight can't exceed 99 kg and the total volume 0.36 m<sup>3</sup>.

## 3. Goods

Does your package weigh over 30 kg? Then it is shipped as goods.

**Psst...** Check our [terms and conditions](#) to see all size and weight limits. Note that certain options may make other size and weight limits apply to your shipment. Should you e.g. deliver your parcel via an agent, the parcel may weigh a maximum of 20 kg and the shipment may only contain one package.

### Example 1

#### Parcel

**Weight:** 25 kg

**Dimensions:** L 0,45/B 0,3/H 0,15 m

**Length + circumference:**  $0,45 + 0,3 + 0,3 + 0,15 + 0,15 = 1,35$  m



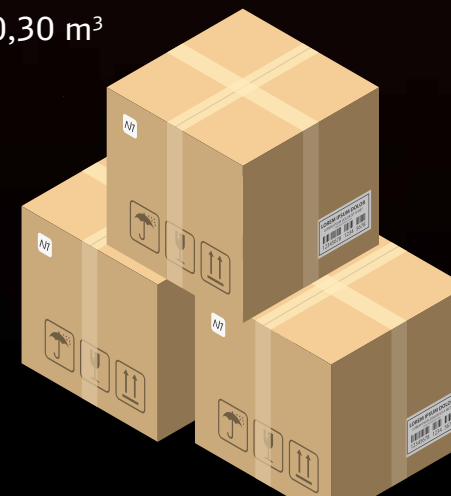
### Example 2

#### Parcel

**Weight:** 72 kg (15+30+27 kg)

**Dimensions/package:** L 0,5/B 0,5/H 0,4 m

**Total volume:** 0,30 m<sup>3</sup>



### Example 3

#### Goods

**Weight:** 50 kg incl. pallet







## Domestic or international shipping?

Now you know if you're shipping parcels or goods, so let's take a look at *where* you are shipping to see which of our products you should use. Remember the product because it is the one who decides which booking template you should use later when you make your booking. But we get to that, one thing at a time!

### Parcel: Domestic and international

Product	Description
DB SCHENKER   Parcel	Smaller shipments to companies - up to 30 kg per package, or 99 kg per shipment (may contain more than one package but have a total max. weight of 99 kg).
DB SCHENKER   Parcel hem	Home delivery of smaller shipments to consumers - up to 30 kg per package or 99 kg per shipment (may contain more than one package but have a max. total weight of 99 kg).
DB SCHENKER   Parcel ombud DB SCHENKER   Parcel box	Parcels to be picked up from a parcel box or at a parcel shop, up to 20 kg per package and only one package per shipment.

### Goods: Domestic

Product	Description
DB SCHENKER   system DB SCHENKER   system premium	For goods up to 999 kg*
DB SCHENKER   Part load DB SCHENKER   Full load	For goods from 1,000 kg*, i.e. part loads and full loads.

### Goods: International

Product	Description
DB SCHENKER   System DB SCHENKER   System home DB SCHENKER   System premium	For goods up to 2,500 kg*
DB SCHENKER   Part load	For goods from 2,501 kg*
DB SCHENKER   Full load	For goods: - from 19 401 kg actual weight <i>or</i> - more than 55 m <sup>3</sup> <i>or</i> - more than 11 loading metres

\*Actual or freight-based weight (see explanation on next page).

For complete conditions, weight and dimensional limits, see [terms and conditions](#).



## Use Price calculation to calculate your price in DB SCHENKER | connect

Download guide (PDF)



# Price and shipping calculation

It is important that you specify both the weight and volume of your shipment. This information is used to calculate how much space your shipment takes up in the car, but also to calculate the price. We call it freight-based weight.

## Freight-based weight

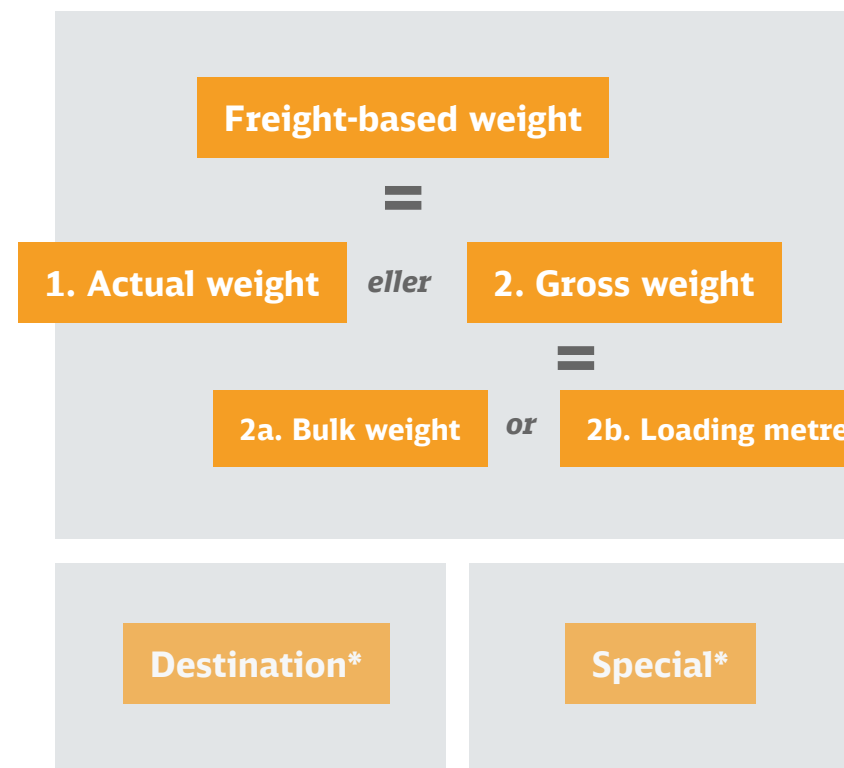
The freight-based weight is either the actual weight of the shipment or its gross weight. Whichever is the highest is used when calculating the price.

### 1. Actual weight

This is exactly what it sounds like, ie what the shipment weighs in kg. Always include the weight of the pallet.

### 2. Gross weight

The gross weight is either the volume weight of the consignment or loading meters. It is the dimensions of the shipment that determine whether we should use bulk weight or loading meters.



#### 2a. Bulk weight

Specified for parcels and small goods shipments.

1. Calculate volume (m<sup>3</sup>): Length x Width x Height in meter.
2. Calculate gross weight (m<sup>3</sup> x 280\*): **Length x Width x Height x 280.**

#### 2b. Loading metres

Specified for goods shipments if any of the following measures exceed:

- Height: 1,35 meters or
- if both length and width exceeds 1,2 meters

1. Calculate loading meters (LDM): Length x Width / 2,4.
2. Calculate bulk weight (LDM x 1950\*): **Length x Width / 2,4 x 1950.**

\*280 kg/m<sup>3</sup> is the base for calculating bulk weight, and 1950 kg the base for calculating loading meters within Sweden. 2.4 is the width of the flatbed. For other countries see the terms and conditions.

\* Destination and special cases can also affect the price, but we do not go deeper into that in this guide. Read our transport terms and product-specific terms for a complete description, see chapter Shipping calculation.

Download Terms and conditions (PDF)

Download Parcel terms and conditions (PDF)

# Which will be the freight-based weight?

Example:

## Actual weight

Box (L/B/H): 0,70/0,50/0,40 m

Pallet (L/B/H): 0,80/0,60/0,15 m

Weight: Box 70 kg + pallet 5 kg = 75 kg

**Bulk weight or loading meters?** The height doesn't exceed 1,35 m and length and width doesn't exceed 1,20 m (ldm limit) so we calculate the bulk weight.

**Bulk weight:**  $0,80 \times 0,60 \times 0,55 \times 280 = 74$  kg

Gross weight is 74 kg and the actual weight is 75 kg.

**Freight-based weight: 75 kg**

Example:

## Gross weight - Bulk weight

Box (L/B/H): 0,70/0,50/0,40 m

Pallet (L/B/H): 0,80/0,60/0,15 m

Weight: Box 53 kg + pallet 5 kg = 58 kg

**Bulk weight or loading meters?** The height doesn't exceed 1,35 m and length and width doesn't exceed 1,20 m (ldm limit) so we calculate the bulk weight.

**Bulk weight:**  $0,80 \times 0,60 \times 0,55 \times 280 = 74$  kg

Gross weight is 74 kg and the actual weight is 58 kg.

**Freight-based weight: 74 kg**

Example:

## Gross weight - Loading meters

Box (L/B/H): 0,70/0,50/1,40 m

Pallet (L/B/H): 1,20/0,80/0,15 m

Weight: Box 120 kg + pallet 25 kg = 145 kg

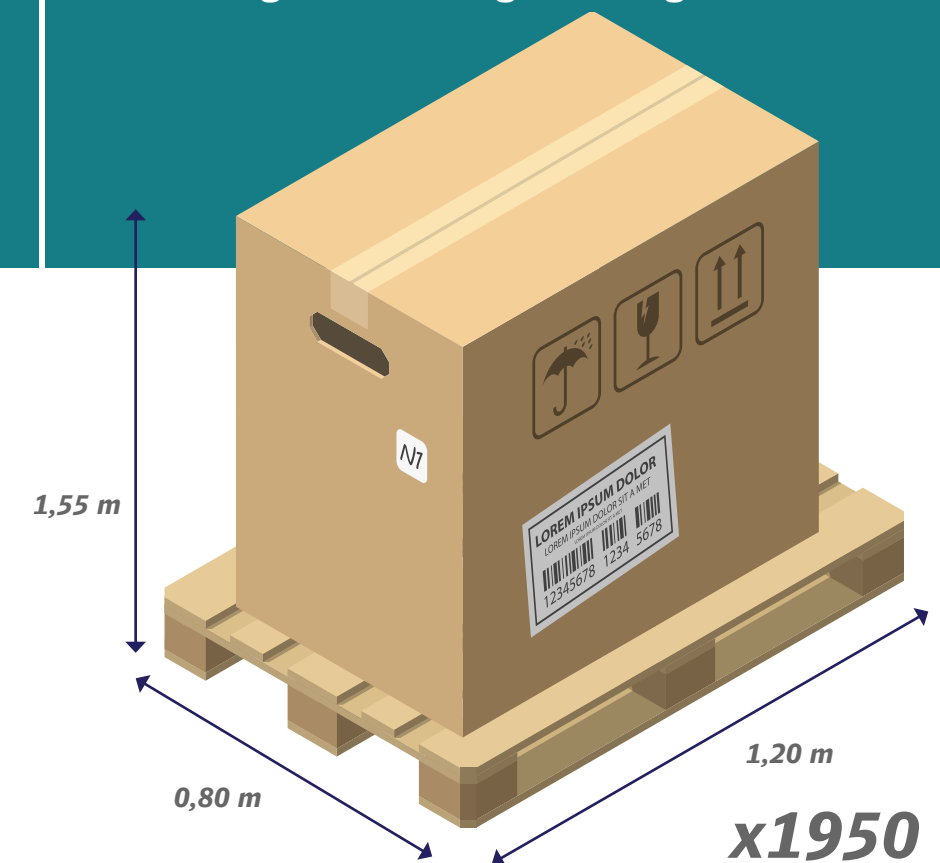
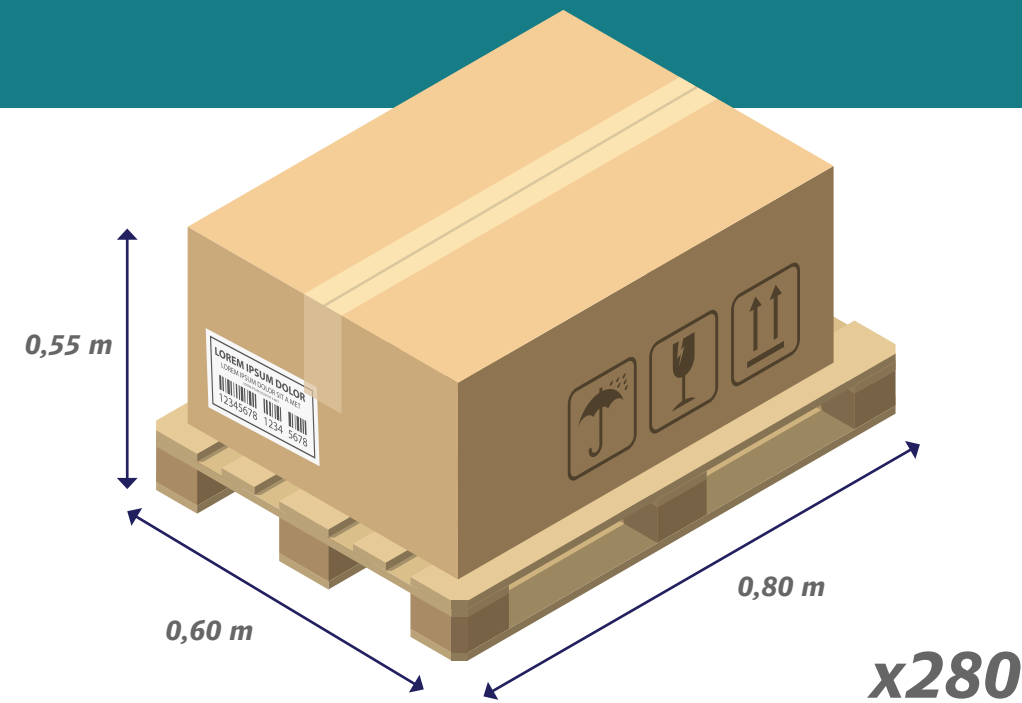
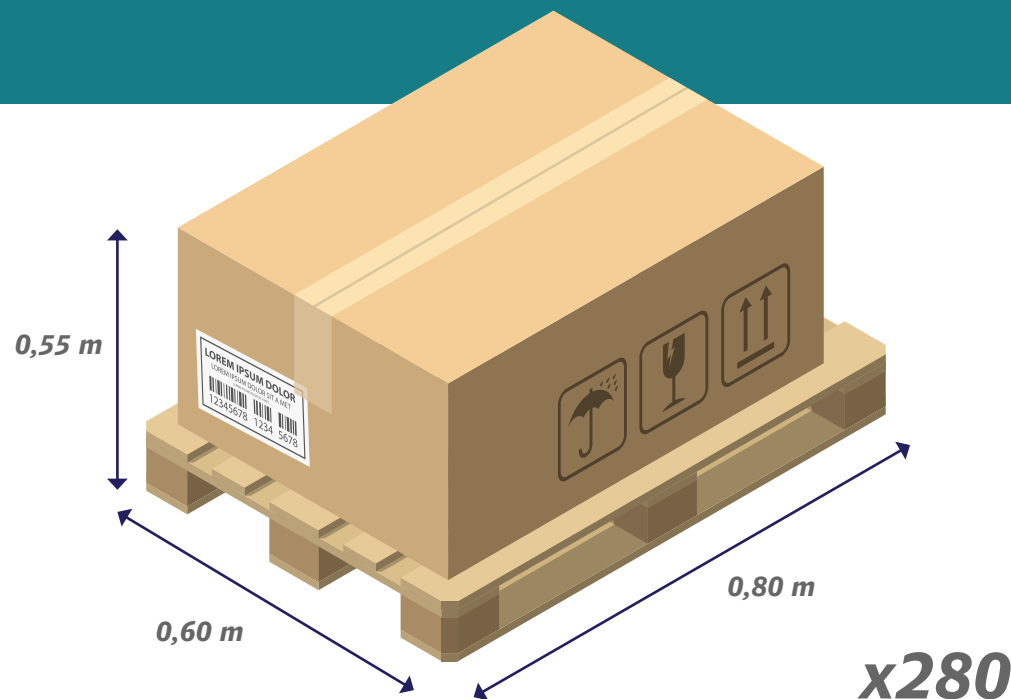
**Bulk weight or loading meters?** The height exceeds 1,35 m (ldm limit) so we calculate loading meters.

**Loading meters:**  $1,20 \times 0,80 / 2,4 = 0,4$  ldm

$0,4$  ldm x 1950 kg = 780 kg

Gross weight is 780 kg and the actual weight is 145 kg.

**Freight-based weight: 780 kg**





# Liability and conditions

**It's important to read our terms and conditions in order to know what responsibility lies with you as a customer, and DB Schenker's responsibilities. The terms and conditions contain the rules for price calculation, dimension and weight limits, cargo insurance and much more.**

All transports are performed in accordance with our terms and conditions and the NSAB general regulations. Download the PDF from NSAB below. The brochure Parcel terms terms and conditions, contains our terms for parcel shipments.

**Extra fees and documentation will be added for, among other things:**

- Customs
- Notification
- Dangerous goods
- Indoor delivery

[Download Terms and conditions \(PDF\)](#)

[Download NSAB \(PDF\)](#)

[Download Parcel terms and conditions \(PDF\)](#)

**Important!**

**1**

## Packaging

Pack with regard to how sensitive your content is and with terminal handling and machine sorting in mind.

**2**

## Label

Place the label clearly visible on all individual packages.

**3**

## Address information

Always double check the address information.

**4**

## Dimensions and weight

Measure and weigh carefully so you get the right price when booking. Keep in mind the difference between actual weight and gross weight (page 7).

**5**

## Machine aid

Large shipment? If a machine is required for loading/unloading, the sender or recipient must provide this. You can choose to book a crane truck upon delivery at the time of booking, or you can tell your recipient to provide this.

**6**

## Special rules

Read the terms and conditions for frozen goods, food, medicines, dangerous goods, wine, spirits, weapons.

**7**

## Inform the recipient

Inform the recipient that he/she must check the shipment upon delivery. Any visible damage or missing packages must be reported to the driver who makes a remark in his PDA.

**8**

## Plot boundary

Remember that a shipment is left at the plot boundary if you have not added indoor delivery as an option.





Obviously, we don't ship cats.



## Smart and safe packing

**Did you know that you benefit from packing in smaller boxes? Of course, it will be cheaper and you won't have to pay for air - but above all it is safer. An oversized box can give the content room to move and be more sensitive to impact.**

By packing securely, you not only help your customers get their goods in one piece - but you also help the environment by not having to send the same item twice.

Packing properly is a must when it comes to special items. Here you get some simple tricks that ensure that your goods are shipped safely.

### Goods with liquid content

Protect the contents and have absorbent materials in the box. This is to absorb liquid if the product should start to leak.

### Odd shaped objects

*Round* goods must lie in a square box. Then secure it with the help of e.g. newsprint. Also use bubble wrap.

*Long narrow* items such as posters and fishing rods can break easily. Put them in a tube of hard cardboard, which is wrapped in bubble wrap and then put in a larger tube or cardboard.

*Flat* and delicate objects like paintings you wrap in bubble wrap. Then place the object between two sheets of cardboard that is the same size as the inner dimensions of the box, which helps the product to lie still. Also add e.g. styrofoam sheets both below and above the packaged product.

### Sharp and pointed objects

Sharp objects that can cut through the packaging must be packed extra carefully. They must be protected by a firmer material, such as a piece of plastic hose that is put over the pointed part of the object. If you ship a knife without a case, you can attach it to a wooden strip and place in a box.

### Delicate objects

Keep this in mind before packing glass, ceramics and such:

- Wrap the product in a protective material such as bubble wrap.
- Choose a strong outer box, of e.g. corrugated cardboard, which can withstand external impact.
- Make sure that the product does not lie directly against the outer packaging - there must be room for shock-absorbing material. Your item should be secured in the packaging.

### Always finish with a "shake test"

Try shaking the package and see if the object moves. If so, you need to add more protective material.



### Do you need to use a pallet?

If your shipment weighs more than 30 kg, you have to use a pallet.

- Place your goods centered on the pallet.
- Distribute the weight evenly on the pallet, fix with plastic or straps and place your address label so that it's easily accessible to the driver.







## This is how Markus packs a valuable retro computer

Markus from the store Mackapär gives tips on how to pack a fragile retro computer.

1. If necessary, I unscrew the computer and fill it with bubble wrap.
2. When the inside is secured, I wrap the computer with bubble wrap.
3. Then I make balls of newspaper and put it around the computer.
4. Then I add layer upon layer with newsprint and foam plastic.
5. Finally, I use lots and lots of tape so that it can withstand a war, at least that's what my customers say.
6. Time for the shake test. Nothing should move, everything should be fixed in the box and you should not hear anything from the package when you shake it.





# Let's make a booking!

**1** You have measured and weighed your shipment (including pallet), you know if you are shipping parcels or goods and you know which of our products you should use (page 6).

**2** Maybe you've even calculated the price in Price calculation using our price guide? Good! Then pick up your customer number and navigate to **Book domestic and export (goods/parcel)** or **Book goods import | Book Ocean/Air** in DB SCHENKER | connect.

**3** Time to download our booking guide!

[Download booking guide \(PDF\)](#)

## Tips for smooth shipping!

A small business may be extra sensitive to issues caused by an imperfect logistics flow. But there are short cuts to make it as smooth as possible.

### Avoid the most common pitfalls:

- This may sound obvious, but the first thing is to make sure that you have the right addresses and contact information to your recipients.
- Also make sure that the information about weight and volume is correct, if not, the goods may not fit in the truck if the dimensions are incorrect. These are details but can cause issues.
- Pack correctly and according to the requirements for your goods, to avoid paying for more weight or volume than necessary.

### Also keep in mind:

- Place the label so it doesn't get damaged if something else is placed on top of your box. If the label is damaged, there may be delays if we can't read the barcode.
- Don't fold the barcode, it must be fully readable.
- Do you need any options? For example indoor delivery? As standard, we deliver to the plot boundary, so add the option indoor delivery when shipping something large and/or heavy.



## Keep this in mind when booking!

### When will the delivery arrive?

#### See *Schedule in eSchenker*

- For easier planning: Check the pick-up and delivery days for the postcodes in question, within Sweden and Europe.
- Note that the timetable is not a guarantee but an estimation. You can add the option Premium 10/Premium 13.
- Delivery to companies takes place on weekdays according to the timetable between 07: 00-16: 00.

### Cancel or make changes to the booking

- For cancellation or change of booking, please contact your local booking office (terminal) as soon as possible. [Search terminal here](#)

### Manage returns

Would you like to offer your customers free returns? When booking parcel agent delivery, a return note is created automatically and printed with the other shipping documents - just add it to the shipment. NOTE! Don't get the return label and your label mixed up.





# What if something breaks or goes missing?

We handle about 24 million shipments each year. Nonetheless, damage and losses may occur through unfortunate circumstances.

If an accident occurs, we recommend that you sign our cargo insurance so that you quickly receive full compensation..

## Sign up for a cargo insurance

In order for you to be guaranteed full compensation for the value of your goods in the event of an accident, you should sign up for a cargo insurance.

- The cargo insurance is available when making your booking
- Covers the value of the goods + the transport cost + cargo insurance cost + 10 percent
- Applies without deductible
- VAT-free
- See our terms and conditions and our insurance company [aig.se](http://aig.se) for full terms

## What does it cost?

### Goods value<sup>(1)</sup>

0-5000 SEK	25 SEK
5001-10 000 SEK	75 SEK
10 001-25 000 SEK	100 SEK
25 001-50 000 SEK	125 SEK
50 001-75 000 SEK	175 SEK
75 001-100 000 SEK	225 SEK

<sup>(1)</sup> If cargo value exceeds SEK 100,000, please contact your local DB Schenker office.

### Quick guide if your goods are damaged or lost

	No cargo insurance	With cargo insurance
Compensation	Based on the weight of the goods	Cargo value incl. 10 % commercial profit + cost of freight
Exceptions	See specific rules per means of transport	In case of war, embargo, strike and terrorist acts
Processing	Investigation of liability required	Payment is made immediately according to conditions
Who can claim compensation in the event of an accident?	Who ever has the risk in the event of damage	The insured can claim compensation
Example: Shipment of 50 kg and a value of SEK 25,000 disappears when transported, shipping cost SEK 800.	If DB Schenker is responsible for the loss (must be proven by investigation), the shipment will be reimbursed with SEK 150 x 50 kg = SEK 7,500 (domestic) or SEK 90 x 50 kg = SEK 4,500 (international).	Policyholders contact AIG and claim compensation. Remuneration of (SEK 25,000 + 10%) + SEK 800 = SEK 28,300 is paid immediately, according to conditions. The cost of the insurance is SEK 100.

# How to lodge a claim

## Has your shipment gone missing?

Call your closest DB Schenker office, [click for contact information](#)

We do a search at our terminals and at the carriers. If we do not succeed in finding the missing shipment within 30 days, you then have the right to consider it lost. For international transports, 60 days apply. Note: A loss report must be received by us within 60 days from the submission date.

## Has your shipment been damaged?

**With** cargo insurance: File a report on [aig.se](#), [to the form](#)

**Without** cargo insurance: File a report on our website, [to the form](#).

- Visible damage must be reported upon receipt.
- Hidden damage must be reported within 7 days.
- International parcels: Only senders can lodge a claim.

**Psst...** Remember to ask the recipient to check the following:

- that the *correct* package has been delivered
- that the *correct number of packages* has been delivered
- no visible damages

If visible damage, your customer must hand the driver a written remark.



# Handle invoices



See *Invoice/Balance report in DB SCHENKER | connect*

## How often do we invoice?

Invoicing takes place once a week.

## Invoice copy

You can download invoice copies in DB SCHENKER | connect. Here you also find invoice statistics which can be exported to Excel. Note that the invoice copies shown here are for domestic goods. Contact customer service for invoice copies of international shipments.

## Questions about our invoices?

Contact our customer service and they will help you. In our customer forum there are already many common questions and answers, so feel free to look there first.

Tip! Use Price calculation if you want to double check your invoice.

## Change invoice address

Do you want to change the email address for where to send the invoice? Log in to DB SCHENKER | connect and click on "Help" and fill in the form.

[Download invoice guide \(PDF\)](#)



# Contact customer service

You're always welcome to call us, send an email, use the customer forum or chat with our digital assistant Betty!

[Visit customer service](#)





# Handy documents, guides and links

## Important documents

- [Terms and conditions](#)
- [Parcel terms and conditions](#)
- [NSAB](#)
- [Liability](#)

## Guides and manuals

- [Book using Simplified booking](#)
- [Calculate price using Price calculation](#)
- [Invoice guide](#)

## Links

- [Track your shipment](#)
- [Go to eSchenker](#)
- [Go to customer service](#)
- [Cargo insurance](#)
- [Customs \(importing and exporting outside the EU\)](#)

[Go to dbschenker.se](https://www.dbschenker.se)