

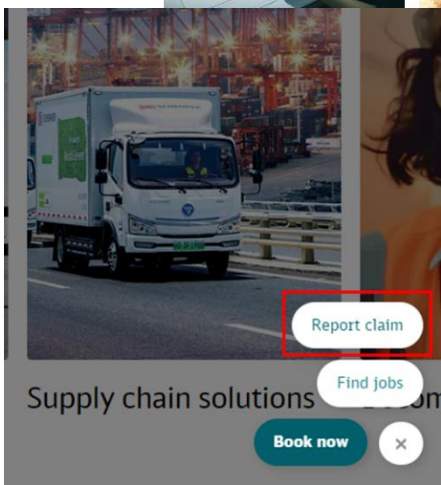


Reporting claims through public eClaims platform

Use the "Find Complaint" widget at dbschenker.com/pl-en

1. Go to the home page at www.dbschenker.com/pl-en and select the three dots icon at the bottom right of the screen and then the "Report claim" option.

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2 Complete the required data in the form.

Enter the data required to register a claim in the appropriate fields.

1. type of service/business (land, air, sea).
2. shipment number (waybill number for domestic shipment or STT number for international shipment)
3. type of packaging and code of the goods being transported
- 4 Indicate your role in the transportation process (whether you are the shipper, consignee, or perhaps a third party).
- 5 Complete the field regarding the circumstances of the damage and the goods transported.

Create Claim

Progress: 1 Transport — 2 Claim — 3 Customer

Type of Service
Road **1**

Tracking Number
10 319 **2**

Waybill Number
101 319

STT Number
PO: 742

Package Id

Packaging Type
Pallet **3**

Goods Code
Paper, Foil, and other goods on rolls

Your Shipment Reference

Article Numbers

What is your role in the transport? **4**

Sender Receiver Third Party

Goods Related Information
5 The goods being transported on a pallet were damaged. Goods scratched, damaged packaging. The goods are not suitable for resale.

Next

[Cancel](#)

Claim Summary

Type of Transport Mode	STT Number
Road	POZ3 42
Goods Code	Waybill Number
Paper, Foil, and other goods on rolls	101 319
Packaging Type	What is your role in the transport?
Pallet	Sender

Goods Related Information
The goods being transported on a pallet were damaged. Goods scratched, damaged pa...

6. Indicate the **date** the loss occurred
7. Indicate the amount and currency of the claim.
8. select the **type of loss** and the reasons for the loss from the list.
9. **Optionally provide additional information**, such as the number of damaged items
10. accurately describe the claim in the "Claim Information" field.

Create Claim

1 ————— 2 ————— 3

Transport — Claim — Customer

✕ Cancel

Loss Date 6

22.01.2024

Claimed Amount 7

1500

Currency

EUR

Type of Loss 8

Damage - Obvious

Reason for Loss

Scratches

Your Claim Reference 9

Cargo Insurance via Schenker

Unknown

Damaged Pieces 9

Damaged Weight

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

Yes No Unknown

Refund Freight Charges

Refund of VAT

Claim Related Information 10

The packaging of the delivered shipment is scratched. It is not possible to resell the goods. The cost of the goods is 1500 EUR Settli...

Supporting Documents

Commercial Invoice Packing List Claim Invoice Photos

Claim Summary

Type of Transport Mode	STT Number
Road	PO '42
Goods Code	Waybill Number
Paper, Foil, and other goods on rolls	10€ 319
Packaging Type	Loss Date
Pallet	22.01.2024
Claimed Amount	Type of Loss
1500 EUR	Damage - Obvious
Reason for Loss	Cargo Insurance via Schenker
Scratches	Unknown
What is your role in the transport?	Is there a record of the damage on the delivery note?
Sender	Unknown
Refund of VAT	Refund Freight Charges
No	No

Goods Related Information

The goods being transported on a pallet were damaged. Goods scratched, damaged pa...

Claim Related Information

The packaging of the delivered shipment is scratched. It is not possible to resell the go...

11. Add files with the required documents or photos.

Refund of VAT

✕ Cancel

Claim Related Information

The packaging of the delivered shipment is scratched. It is not possible to resell the goods. The cost of the goods is 1500 EUR Settli...

Supporting Documents

Commercial Invoice Packing List Claim Invoice Photos

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Upload a File

Drag and drop your file here

Maximum file upload is 10MB

Maximum file names: 100 characters

Accepted file types:

(doc docx jpeg pdf ppt png pptx tif tiff txt xls xlsx)

Recent Upload (max. 30 items)

Schenker_Claim.xlsx

Schenker_Claim_Photo.jpg

Schenker_Claim_file.txt

✕

✕

✕

Previous

Next

Remember the restrictions of the files you add regarding the number and size of attachments.

12. enter your **company name**.

Enter the **Tax Identification Number** (VAT Number).

14. enter the **address** of the registered office

15. fill in the e-mail address along with the details of the person authorized to file a claim. To the e-mail address will be directed a summary of the complaint filed and correspondence from DB Schenker on the subject of the complaint.

16 Indicate **the number of the bank account** to which compensation for an accepted Claim is to be transferred.

Please specify customer type
 Company Private

Company Name **12**
Company Name

SAP Account
VAT ID **13**
PL1234567890

Street & House No.
Logistics 7 **14**
Postal Code
05-500

Country
Poland **14**
City
Piaseczno **14**

First Name
Jane **15**
Last Name
Truck-Driver **15**

Email Address
Jane.Truck-Driver@YouzMailDomain.eu

In case of eventual indemnification please choose one of following options:
 Customer Account
 Bank Account
 IBAN **16**
IBAN
EUR1122223333444455556666

Bank Account & Bank Identifier (BIC/SWIFT)

Claim Summary

Customer type Company	Company Name Company Name
First Name Jane	Last Name Truck-Driver
Email Address Jane.Truck-Driver@YouzMailDomain.eu	Street & House No. Logistics 7
Postal Code 05-500	City Piaseczno
Country Poland	VAT ID PL1234567890
IBAN EUR1122223333444455556666	Type of Transport Mode Road
STT Number POZ 742	Goods Code Paper, Foil, and other goods on rolls
Waybill Number 10f 319	Packaging Type Pallet
Loss Date 22.01.2024	Claimed Amount 1500 EUR
Type of Loss Damage - Obvious	Reason for Loss Scratches
Cargo Insurance via Schenker Unknown	What is your role in the transport? Sender
Is there a record of the damage on the delivery note? Unknown	Refund of VAT No
Refund Freight Charges No	
Goods Related Information The goods being transported on a pallet were damaged. Goods scratched, damaged packaging. The ...	
Claim Related Information The packaging of the delivered shipment is scratched. It is not possible to resell the goods. The cos...	

Previous

Submit

After completing all the data, confirm your desire to submit a claim with the "Submit" button. If all the required fields have been completed, the system will display information about the submission of the claim.

