



# SCHENKER

## DB SCHENKER |

### connect

# spot bookings

(connect 4 land)

Report transport damage process for transport insurance booked via DB SCHENKER | connect | spot bookings

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Frankfurt | Dezember 2024



# Report transport damage - spot bookings (1/4)

The image shows two screenshots of the DB Schenker website. The top screenshot shows the homepage with a navigation bar containing 'Business', 'Careers', 'Insights', and a 'Login' button circled with a red '1'. Below the navigation bar is a large banner with the text 'Accelerating logistics'. A form for tracking a shipment is visible, with fields for 'From' and 'To' locations and a 'Track' button. The bottom screenshot shows the 'MyShipments' dashboard for a user named Melanie. A red box highlights the 'MyShipments' title, and a red '2' is next to it. A large teal arrow points from the 'Login' button in the top screenshot to the 'MyShipments' dashboard in the bottom screenshot.

1 Login

1

2

STT Number	Crailsheim, DE	Köln, DE		
DECRH412...	11.12.2024	12.12.2024		
STT Number	Crailsheim, DE	Köln, DE		
DECRH412...	11.12.2024	13.12.2024		

- Log in to your [DB Schenker | connect](#) account (1).
- Click on the “take me to my shipments page” icon in the “My shipments” widget on the dashboard (2).

# Report transport damage - spot bookings (2/4)

3

Creation Date: 14.11.2024 - 12.12.2024 × Shipment Status: In Process, Ready to ... × Transport Mode: Land, Air, Ocean FCL, Oc... × Shipper × Consignee × STT No. × Booking ID × Add Criteria

5

Report damage

Booking ID ↓	STT Number	eDesk Name	Transport Mode	Shipment Status	Delivery	Product	Total Weight	Creation Date (UTC)	Pickup Date	Shipm Option
4	100449	DECRH412176543				DB SCHENKER   system premium	190	11.12.2024 12:22 (UTC)	12.12.2024	insur value
	241211-100402	DECRH412176542				DB SCHENKER   system premium	120	11.12.2024 11:33 (UTC)	12.12.2024	insur value
	241209-100150	DECRH412176541				DB SCHENKER   system	1800	09.12.2024 9:07 (UTC)	10.12.2024	deliv fix de

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### Damage Claim

Sometimes things unexpected happen!

7

That's why we put your damage case in good hands.

8

Loss  Damage

Full Name\*  
Max Mustermann

E-mail\*  
max.mustermann@test.de

Phone Number\*  
+49 173 99999999

9

Cancel Next

- You will be taken to the “My shipments” overview, in which your booked shipments are listed in detail (3).
- Select the shipment for which you would like to report a transport damage or loss (4).
- Click on the “Report damage” button at the top of the bar (5).
- The following portal will open (6).
- Select whether it is damage or loss that you wish to report (7).
- Fill in the form (8).
- Click on „Next“ (9).

# Report transport damage - spot bookings (3/4)

**Damage Claim**

Hi Max Mustermann, we are sorry for your loss!

Let's see how we can help you.

**10**

Currency* EUR	Estimated Damage Amount* 300,00
Damage Occurrence Date* 03.12.2024	
Damage Occurrence Place Crailsheim	
Nature of Damage* Breakage	
Damage Report and Claim Bill	
Where might a surveyor inspect? Inspect AG	

Clean receipt delivery  Yes  No

**11** Documents Upload

Commercial Invoice Mandatory	Schenker's freight invoice Mandatory
Shipping Documents Mandatory	Packing List Optional
Police Report Optional	Claim Bill Optional

**12**

Cancel Next

- Fill out the form with all details. Note: This is the form for reporting a damage. The form for reporting a loss may differ (10).
- Upload the required documents (11).
- When all data has been entered and all required documents have been uploaded, click on “Next” (12).

# Report transport damage - spot bookings (4/4)

## Damage Claim

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We are almost there...

Let's review the claim details.

### Shipment Information

**Certificate Number**

N/A

**Schenker Entity**

N/A

**Shipper**

Testfirma  
74564 Crailsheim  
Germany

**Weight**

N/A

**Number of packages**

N/A

**Delivery date**

12/12/2024

### Claim Information

**Claimant name**

Max Mustermann

**Claimant phone**

+49 173 99999999

**Nature of Damage**

Breakage

**Where might a surveyor inspect?**

Inspect AG

**Damage Occurrence Date**

03/12/2024

**Claimant email**

max.mustermann@test.de

**Damage Occurrence Place**

Crailsheim

**Estimated Damage Amount**

€300.00

**Damage Report**

N/A

**Clean receipt delivery**

Yes

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Cancel

Confirm

- Overview of your entry and final check (13).
- Click on “Confirm” (14).
- The damage has been reported. You will also receive an e-mail, confirming the transport damage report, to the e-mail address specified in the form.

# Note: Do not report transport damage via eClaims if booked a transport insurance - spot bookings

Routing Shipment details

Before proceeding to checkout, how about insuring your cargo?

**Commodity**  
Industrial Products: Finished and Semi-finished Products (incl. Spare Parts) in Metal

**Please provide cargo value for calculation**

Cargo value\*  Currency

Please select your insurance option

- I am already an SpV (Speditionsversicherung) customer of Schenker.
- I waive insurance coverage.
- I would like to purchase a new insurance for 17,85 €. [AXA Terms and condition](#)

1

• If you have booked transport insurance (1) and would like to report a claim, please do not use the “eClaims” eService (2/3), which is displayed via the icon in the “My shipments” widget or via the icon in “tracking” but report the claim as shown in the slides before.

**MyShipments**

You can enter STT, Booking ID ... Search

	STT Number <b>DECRH412176543</b>	Crailsheim, DE 11.12.2024	Köln, DE 12.12.2024	
	STT Number <b>DECRH412176542</b>	Crailsheim, DE 11.12.2024	Köln, DE 13.12.2024	
	STT Number <b>DECRH412176541</b>	Crailsheim, DE 09.12.2024	Frankfurt am Main, ... 16.12.2024	

← STT Number

3

Open eClaims for the shipment

Hello!  
**Your shipment is delivered!**

Booked In Transportation at Dispatching Center in Delivery **Delivered**

# Thank you