



#1: Tracking website 追踪网站

DHL Parcel International Direct and DHL Packet Plus International item can be tracked in the DHL eCommerce public webpage and Customer is able to view shipment information in the DHL eCommerce Portal if final milestone delivery scan is available.

在 DHL 电子商务公共网站 & 专用客户端链接上，如目的地国有反馈及提供扫描派送结果并与 DHL eCommerce 对接，DHL 跨境电商专线包裹 / DHL 跨境电商可追踪包裹是可以查询追踪讯息的。

Customer Web Portal/ AP Portal 专用客户端链接（Customer Web Portal/AP Portal 登录网址）	https://ecommerceportal.dhl.com
DHL eCommerce public web tracking URL DHL 电子商务公共网站的链接（查件网址）	https://ecommerceportal.dhl.com/track

#2 Claims Enquiry highlights 索偿查询注意事项

- i. There is no enquiries or claims provided for DHL Packet International Standard (PKD), DHL Packet International Economy (PKG), and DHL Packet International Priority Manifest (PKM) service.
DHL 跨境电商标准包裹 (PKD), DHL 跨境电商经济包裹 (PKG) DHL 跨境电商德国速通标准包裹 (PKM) 没有查询或索赔的服务。

Claims enquires would be applicable for the following products:
索赔查询服务将仅适用于以下产品:

Product Name	产品名称
DHL Packet Plus International (PPS)	DHL 跨境电商可追踪包裹(PPS)
DHL Packet Plus International Priority Manifest (PPM)	DHL 跨境电商德国速通可追踪包裹(PPM)
DHL Parcel International Direct Standard (PLT)	DHL 跨境电商专线标准包裹(PLT)
DHL Parcel International Direct Expedite (PLE)	DHL 跨境电商专线特快包裹(PLE)

- ii. It is recommended to allow sufficient time for parcel reaching its destination before lodging the enquiry
在提出查询前，请客户考虑寄出的包裹是否已有足够时间到达目的地。
- iii. Please trace the latest tracking event by using the DHL eCommerce public webpage
请客户先于 DHL 电子商务公共网站的链接上查核可追踪的最新状态。
- iv. No Compensation is payable in the event of delay or loss of Parcel Direct / Packet Plus service due to natural disaster, political risk, strike, war etc. Customer may refer to the email notification: Exceptional Event Report News.
包裹如因天灾，政治危机，罢工，战争等引致包裹延误、遗失 **均不会** 获得赔偿。延误资讯可参考本司发出的各国异常事件报告新闻电邮通知。



- v. Item containing prohibited articles, dangerous articles or item content with false description are not allowed to ship according to Postal and Customs Regulations. Item will be detained and dispose if detected in transit. Enquiry case will not be accepted and customer will not receive compensation.
若包裹载有危险品、禁寄品或内容与报关资料不符未能符合海关规定，导致包裹被扣留或销毁将不会获得查询及赔偿。
- vi. DHL eCommerce reserves the right to ask the sender to provide a written declaration of non-receipt of parcels from the recipient in case of dispute or anomalous enquiries received.
如接获大量异常查询或出现争议的情况，DHL eCommerce 有权要求寄件人提供收件人未有收到包裹的书面声明。
- vii. Parcels should be properly and adequately packed to avoid delay, damage or retention during transit. If the parcel is damaged, please inform the consignee to bring along the parcel and the packing materials to a nearby post office to apply a certificate of claim. Customer completing the enquiry form should provide the relevant supporting document and photographs as evidence for investigation purpose.
投寄的物品应采用适当及足够的包装以避免破损。包裹如有损毁，请收件人带同包裹及其包装物料到附近邮局申请理赔证明书，而客户填妥查询表格时需同时提供有关证明文件及照片作调查。
- viii. After confirm with consignee that he didn't received the item properly, customer is welcome to send the inquiry form to the dedicated email address dgmdp.enquiry@dhl.com for further investigate.
确定收件人没有妥善收件，客户如需查询邮件状况，可直接发电邮到 dgmdp.enquiry@dhl.com 作调查追踪。
- ix. All DHL Packet Plus International enquiries must be made after 26 calendar days up to 2 months from the date of posting. No enquiry will be accepted after 2 months from the date of posting.
所有 DHL 跨境电商可追踪包裹查询必须在投寄日 26 个日历日期至 2 个月内提出。如不在此范围，本司则不受受理。
- x. All DHL Parcel International Direct enquiries must be made after 16 calendar days up to 1 month from the date of posting. No enquiry will be accepted after 1 month from the date of posting.
所有 DHL 跨境电商专线包裹查询必须在投寄日 16 个日历日期至 1 个月内提出。如不在此范围，本司则不受受理。



#3 Tracking event status 包裹追踪讯息状态

Item is not compensated with the following status from the enquiry result or status shown from the track event.

若包裹追踪讯息状态或查询结果如下状态，包裹/邮件将**不会**获得赔偿。

Status	状态	备注
Delivered	包裹成功派送。	如果收件人表示没有收到包裹，请提交收件人书面声明及发票或相关证明文件，DHLeC 会作进一步调查。
Attempted Delivery / Out for delivery	包裹曾尝试派送但失败，请收件人尽快于包裹存放期内联络附近邮局安排取件。	同类型物流状态包含但不限于以下描述： Attempt Delivery Notice/Card Left Available for collection
Undeliverable	包裹派送失败，将会由海外退回原寄件地或销毁。	同类型物流状态包含但不限于以下描述： Undeliverable Return to sender/warehouse Destroyed/Disposed
Incomplete/ Insufficient / False address	寄件地址不详或错误。	
Refused	收件人拒收，包裹将会退回或销毁	
Packstation / PO Box / Mail Box	Packstation / PO Box / Mail Box 作投寄地址。	以 Packstation / PO Box / Mail Box 作投寄地址的查询，DHLeC 无法做进一步跟进。
Arrived at Customs / Held at Customs	包裹被海关扣查。	包裹被海关扣查，因海关为独立机构，DHLeC 未能作进一步跟进。
Unclaims / Duty Unpaid	收件人未有交付关税，导致包裹不能成功派送。	
Contents / summary is not accepted	产品未能符合目的地国海关规定而被扣留及销毁。	
Item destroyed due to Dangerous Goods / Prohibited Goods	所寄产品属于危险品或禁寄物品，如在运送途中被查出，包裹会被扣留及销毁。	



#4 Proof of document 审查所需证明文件

All claims must be submitted in writing together with supporting document within 10 calendar days (Any of the following is acceptable, except for customer who purchase SVP service need to provide document with "c" as example):

所有索赔必须以书面形式提交，并于 10 个日历日期内递交赔偿相关文件（以下任何一种都可接受，如购买 SVP 保险的客户需要更详细资料，用例“c”为参考）：

a. Proof of post office 目的国邮局证明

The consignee can contact the local post office and obtain the proof of post office that there is no information or no trace about the captioned parcel; e-mail is also acceptable

收件人可亲身到邮局办理有关证明，表示没有收到有关包裹或确认邮局没有成功派送包裹/邮件；收件人与邮局沟通的电邮证明也可以。

Sample 范例:



b. Declaration of consignee and online transaction invoice 收件人声明及网上交易证明

The sender to provide the document which indicates the consignee didn't receive the parcel.

Declaration letter and online transaction invoice, email or screen capture of online platform is also acceptable. Please provide additional supporting document if required information is missing.

收件人确认没有收到包裹的证明，需包括包裹追踪号码、收件人名称及地址。书面声明、电邮、交易平台沟通截图亦可接受。如收件人声明中欠缺以上资料，请同时提供其他证明文件。





Declaration of consignee and online transaction payment with following details:

- Parcel tracking number
- Consignee name and delivery address
- Commodity
- Selling price
- Status of Compensation or Refund, or record of resending

收件人声明及网上交易证明的截图，需包括以下资料：

- 包裹追蹤號碼
- 收件人姓名及地址
- 货品内容
- 货品价格

Sample 范例:

The screenshot displays an eBay transaction page with several key sections highlighted in red boxes:

- PayPal 地址** (PayPal address)
- eBay 地址** (eBay address)
- 发货信息** (Shipping information) containing:
 - 收件人名稱及地址 (consignee name and address)
 - 2017/05/31 09:48 DHL小包挂号 air post 运输中
 - 郵件追蹤號碼 (Tracking no.)
- 交易信息** (Transaction information) table:

已售数量	销售编号	eBay 销售编号	售出日期	售价	成交费	付款方式	保险费
1	5.3" 32GB LG G5 H820 Unlocked Dual 16MP 4G LTE Radio 4GB RAM Smartphone Black		2017/05/29 04:42	貨件價值 (Selling price)		PayPal	包括在運費中 :-
- 最近消息** (Recent messages) section with a summary table:

收到付款	刊登费	成交费	PayPal 費用	P&P	物品成本	毛利
GBP	-	-	0.00	-	-	-
USD	-	-	0.00	-	-	-

The screenshot shows an eBay message thread with the following content:

- Buyer:** Hi, I still haven't received my item after waitg another 2 weeks. Could you redi-ship another?
- Seller:** Hello again, I waited 2 more weeks for my item but it still hasn't arrived. Are you able to send the item again? Thank you!
- Seller's response (highlighted in red):**

New message: I have not received the item with the...

I have not received the item with the tracking [redacted] which I bought on [redacted]. I have not seen any updates on checking the tracking number since November 7.

They just want us to prove that you have not received the item.

Please send us a message that you have not receive the item with this tracking no.

Then we will get the screen shot and send to them.

Reply



#5 SVP Insurance Service SVP 保险

Please select "Y" if you purchase SVP service in enquiry form column "AR" or column "L", otherwise leave it as blank. DHLeC will follow the signed contract as final confirmation.

如购买 SVP 保险的客户需要于查询表格“AR”或“L”一栏填上“Y”，否则本司会默认所有的包裹都没有购买 SVP 保险。本司最终会以合同为判断。

- Column AR: DHL 跨境电商可追踪包裹查询表 DHL eCommerce Packet Plus International Enquiry Form
- Column L: DHL 跨境电商专线包裹查询表 DHL eCommerce Parcel International Direct Enquiry Form

#6 Contact Us 客户服务代表联络热线

In case of any doubt or should you have any queries during the claims submission process, please kindly contact your Customer Service representative:

如您在索赔过程中遇到任何疑问，请联络您的客户服务代表：

Email address / 电邮地址	cs-ecom.cn@dhl.com
Contact Number / 联系热线电话及企业 QQ 主号	400-888-3500
Working Hour / 办公时间	Monday to Friday, 9am to 6pm (exclude public holiday) 周一至周五，上午 9 点至下午 6 点 (假期除外)



服务说明	产品名称	普通赔偿标准	SVP赔偿标准	其他说明
非挂号类产品	DHL跨境电商标准包裹 (PKD) DHL跨境电商德国速通标准包裹 (PKM) DHL跨境电商经济包裹 (PKG)	不接受查询, 无赔偿	不接受查询, 无赔偿 · 无SVP	1. 海关/安检扣关、破损、延误不赔偿; 2. 没有国外退件安排、不赔偿
挂号类产品	DHL跨境电商可追踪包裹 (PPS) DHL跨境电商德国速通可追踪包裹 (PPM)	1. 寄件后第26个日历日期开始至两个月内提交申请 · 超过期限均不会受理 2. 办理书面查询30天后如没有结果或者我司确认丢失 · 可赔偿申报价值且最高不超过40欧元	1. 寄件后第26个日历日期开始至两个月内提交申请 · 超过期限均不会受理 2. 办理书面查询15天后如没有结果或者我司确认丢失 · 可赔偿申报价值且最高不超过100欧元	1. 海关/安检扣关、破损、延误、不赔偿; 2. 国外退件安排只适用于香港 · 国外退件不赔偿; 3. 不承担货物丢失所产生的连带损失 · 高价值的货物建议客户自行购买保险; 4. 10个日历日期内一并递交赔偿相关文件: (任何一种) a. 目的国邮局证明 b. 收件人声明及网上交易证明 c. 网上赔偿、退款、补发证明 (适用于SVP保险服务)
专线产品	DHL跨境电商专线标准包裹 (PLT) DHL跨境电商专线特快包裹 (PLE)	1. 寄件后第16个日历日期开始至1个月内提交申请 · 超过期限均不会受理 2. 办理书面查询30天后如没有结果或者我司确认丢失 · DHL电子商务公司的责任仅限于 (i) 货物的申报价值 · (ii) 100 欧元 · 或 (iii) 25 欧元/公斤 · 以价格低者为 准 ·	1. 寄件后第16个日历日期开始至1个月内提交申请 · 超过期限均不会受理 2. 办理书面查询10天后如没有结果或者我司确认丢失 · 可赔偿申报价值且最高不超过200欧元	1. 海关/安检扣关、破损、延误、不赔偿; 2. 国外退件安排只适用于香港 · 国外退件不赔偿; 3. 不承担货物丢失所产生的连带损失 · 高价值的货物建议客户自行购买保险; 4. 10个日历日期内一并递交赔偿相关文件: (任何一种) a. 目的国邮局证明 b. 收件人声明及网上交易证明 c. 网上赔偿、退款、补发证明 (适用于SVP保险服务)

Category	Product Name	Standard Compensation Claims	SVP Compensation Claims	Remarks
Non Registered	DHL Packet International Standard (PKD) DHL Packet International Priority Manifest (PKM) DHL Packet International Economy (PKG)	No enquiry, No Claims	No enquiry, No Claims, No SVP	1. Not liable for claims payment due to Held in customs, Damage or Delay Delivery 2. No overseas return arrangement, no claims for overseas returns
Registered	DHL Packet Plus International (PPS) DHL Packet Plus International Priority Manifest (PPM)	1. For shipment loss claims, customer to submit after 26 calendar days and no later than 2 months from the date of dispatch. Claims submitted after 2 months will not be processed. 2. If Shipment is confirmed lost or no further updates from DHL eCommerce in the next 30 days from the date of claims filed, DHL eCommerce's liability shall be limited to the Shipment's declared value or EUR40 whichever is lower	1. For shipment loss claims, customer to submit after 26 calendar days and no later than 2 months from the date of dispatch. Claims submitted after 2 months will not be processed. 2. If Shipment is confirmed lost or no further updates from DHL eCommerce in the next 15 days from the date of claims filed, DHL eCommerce's liability shall be limited to the Shipment's declared value or EUR100 whichever is lower	1. Not liable for claims payment due to Held in customs, Damage or Delay Delivery 2. Overseas returns to Hong Kong only. No claims for overseas returns 3. Not undertake any joint and several liability for the loss, for high value items, it is recommended to pursue own insurance 4. Supporting document must provided within 10 calendar days (Any of the following is acceptable): a) Proof of post office b) Declaration of consignee and online transaction invoice c) Online refund, resending, compensation record (For SVP service)
Parcel International	DHL Parcel International Direct Standard (PLT) DHL Parcel International Direct Expedite (PLE)	1. For shipment loss claims, customer to submit after 16 calendar days and no later than 1 month from the date of dispatch. Claims submitted 1 month will not be processed. 2. If Shipment is confirmed lost or no further updates from DHL eCommerce in the next 30 days from the date of claims filed, DHL eCommerce's liability shall be limited to (i) the Shipment's declared value, (ii) 100 Euros, or (iii) 25 Euros per kilogram, whichever is the lowest	1. For shipment loss claims, customer to submit after 16 calendar days and no later than 1 month from the date of dispatch. Claims submitted 1 month will not be processed. 2. If Shipment is confirmed lost or no further updates from DHL eCommerce in the next 10 days from the date of claims filed, DHL eCommerce's liability shall be limited to the Shipment's declared value or EUR200 whichever is lower	1. Not liable for claims payment due to Held in customs, Damage or Delay Delivery 2. Overseas returns to Hong Kong only. No claims for overseas returns 3. Not undertake any joint and several liability for the loss, for high value items, it is recommended to pursue own insurance 4. Supporting document must provided within 10 calendar days (Any of the following is acceptable): a) Proof of post office b) Declaration of consignee and online transaction invoice c) Online refund, resending, compensation record (For SVP service)