



# Claims Portal

## How to log a claim?

### A quick guide on how to log a claim through the Claims Portal

The link for the portal is <http://claims.dhlparcel.co.uk/>

Customer Service will no longer register a claim for a customer, instead the customers will have access to a portal where they will register the claim for themselves.

You must contact Customer Services in the first instance. Customer Service will still need to carry out the investigation side of the claim, as they do now, but once it reaches the point that the only option is for a claim to be raised Customer Service will now direct the customer to the portal

If this is your first time raising a claim through the portal, you will need to self register by clicking “not yet a member”

You will then be asked to enter your details as shown below. Once input, click sign up.

The screenshot shows the DHL Claims Portal interface. It features a yellow header with the DHL logo. The main content area is divided into two columns. The left column contains a login section with fields for 'Username' and 'Password', a red 'Log in' button, and links for 'Forgot your password?' and 'Not a member?'. Below these is a link for 'Are you an employee? Login here'. The right column contains a sign-up section with the text 'Join the community to receive personalized information and customer support.' followed by fields for 'First Name', 'Last Name', and 'Email', and a red 'Sign Up' button. The 'Not a member?' link is circled in red.

You will receive an email with a link. Click this link to set your password. You're now ready to use the portal.

When you have logged in, follow the simple steps in raising your claim.

The screenshot shows the 'Create Customer Service Case' form. It has a title 'Create Customer Service Case' and a dropdown menu labeled 'Please select the type of request' with 'Claim' selected. A blue 'Next' button is at the bottom right.

You will then need to complete all of the claim details and click on next.

### Claim Details

\* Please enter the Shipment Number of the Parcel

☐ Is this a Return Shipment

\* Claim Type

Damaged

\* Delivery Postcode

\* Detailed Description of Goods ⓘ

Detailed Description of Packaging

\* Value (£)

You will need to upload related documentation in the next step

Here, you can enter any additional information you feel is relevant for the claim and select next. We suggest adding information here to support your claim.

### Additional Information

Please provide additional details

Previous Next

The next page is where you need to upload the documentation to support the claim. For example photos of the damaged item and/or invoices to prove the cost. You will need to tick to confirm that all the information is correct and you agree to the terms and conditions. Then click on next.

### Required Documentation and Details

Please drop files here

Or drop files

Documents to be provided

☐ Uploaded Photographs (of Damage)

☐ Uploaded Purchase and /or manufacturing cost & Retail Invoice

\* Claimant received a Replacement Shipment

☒ No

☐ Yes

Confirmation

☐ I confirm that all the provided information is true

By submitting this Claim I agree to DHL's Terms and Conditions which can be downloaded [here](#).

*If the above information is not provided DHL will be unable to process your claim.*

Previous Next

You will then be provided with a case reference number, please make a note of this number and click finish

The case will then be picked up by the Claims Team. Any further communication will be between the Customer and the Claims Team through the portal.

If the claim has been closed and you require further details, please contact the Claims Team by calling 01753 706100, the lines are open Monday – Friday, 9am – 3pm or by emailing [parcelclaims\\_ecsuk@dhl.com](mailto:parcelclaims_ecsuk@dhl.com)