

Claims Portal

How to log a claim?

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

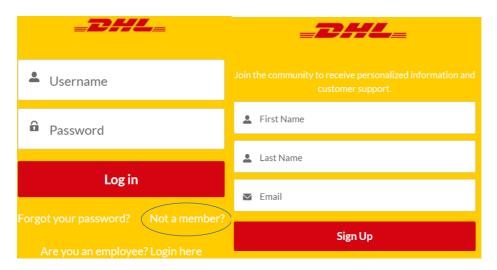
The link for the portal is http://claims.dhlparcel.co.uk/

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

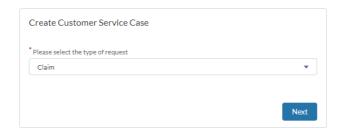
If this if your first time raising a claim through the portal, you will need to self register by clicking "not yet a member"

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

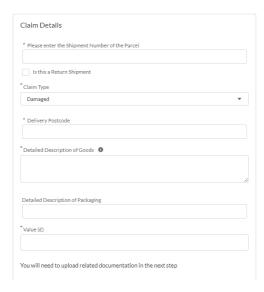


You will receive an email with a link. Click this link to set your password. You're now ready to use the portal.

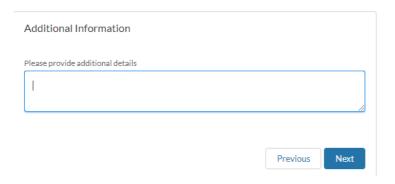
When you have logged in, follow the simple steps in raising your claim.



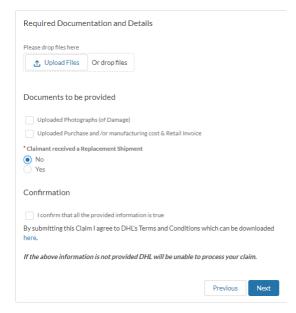
You will then need to complete all of the claim details and click on next.



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.



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.



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