

Raben

*your partner
in logistics*

myRaben.com

*One system
Many possibilities*

myClaim

**application for filing and
monitoring claims**

- Simple way to file transport and warehouse claims
- Monitoring of all filed claims in one place;
- Monitoring of the current claim status;
- Documents and correspondence related to the claim in one place;
- Easy claim search e.g. by consignee's name, by shipment number, by claim number;
- Communication between the customer and the person handling the claim in Raben via the myClaim portal;
- Information about closing the claim when it is settled - the Customer receives a message without waiting for traditional post.



myClaim

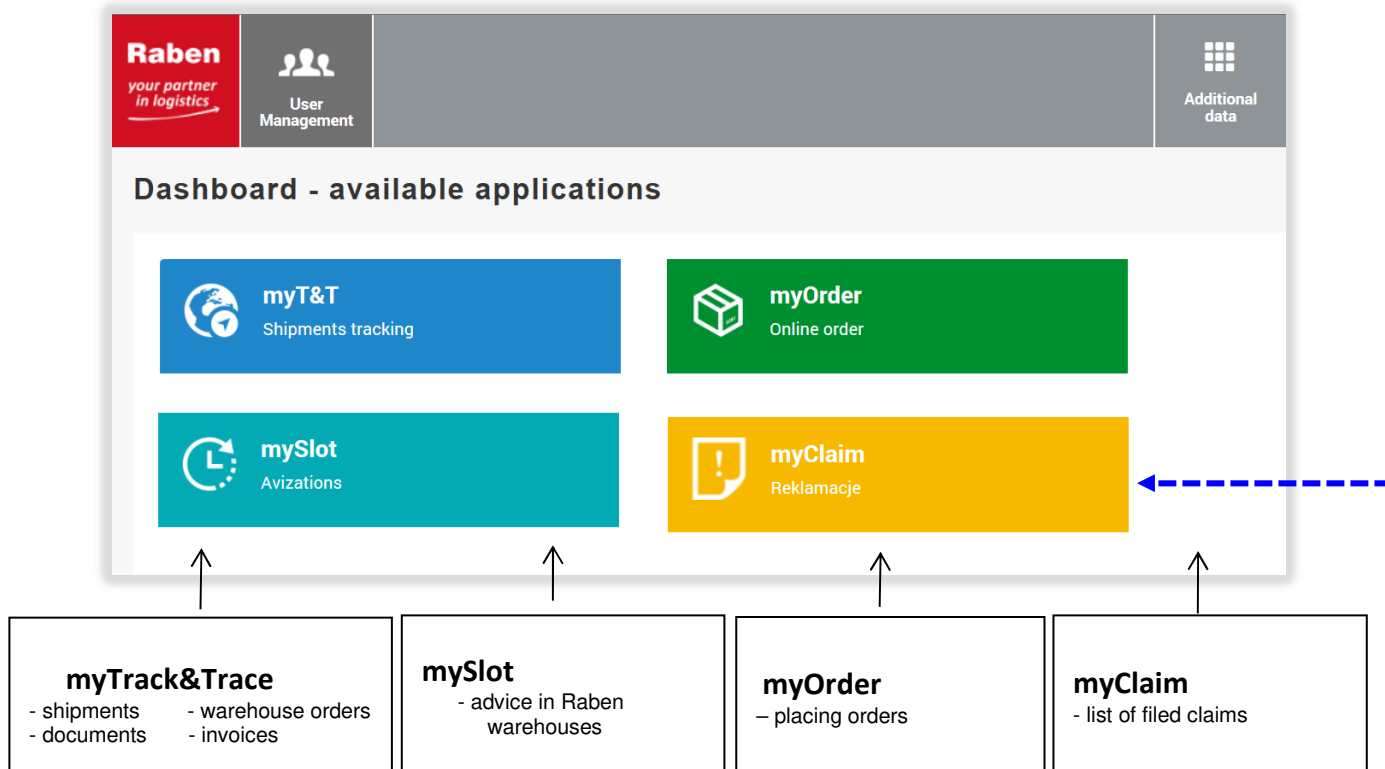
Claims



my**Raben**.com

Manual for customers

I. Filing a new transport claim via myClaim



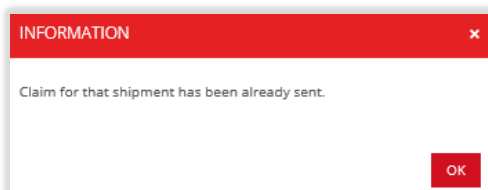
Step 1. After going to the myClaim module, select “File a claim”



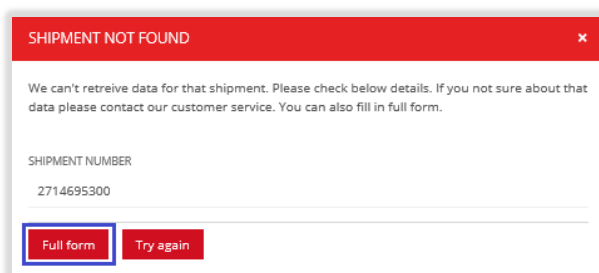
Step 2. Provide Raben shipment number concerning the reported damage: (15-digit number) or the shipment reference number.
After clicking on the “Process” button, the shipment database will be searched.

Two screenshots of the 'File a claim' form are shown, each with a blue arrow pointing to it from the previous step. The left screenshot is titled 'File a claim using TMS shipment number' and shows a text input field for 'SHIPMENT NUMBER' containing the value '616022011182556'. The right screenshot is titled 'File a claim using reference number' and shows a text input field for 'REFERENCE NUMBER' containing the value '120200713974770'. Both forms have a 'Process' button at the bottom right.

- A. If a claim was already filed for the selected shipment - the user will receive a message (see below) and will be redirected to claim details.



- B. If the given shipment number is not found by the system, a message (see below) will appear. If, after checking the number again, the user is certain of its correctness, it is still possible to file a claim - however, it will be necessary to provide its full details.

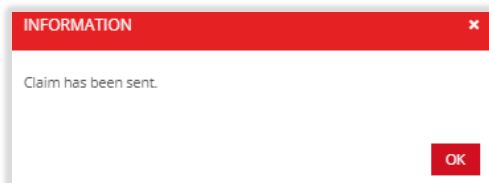


- C. If the shipment number provided by the user is in Raben database, they will be redirected to the claim form.
If there are transport documents in Raben system, they will be attached to the claim - there is no need for the user who files the claim to attach them.

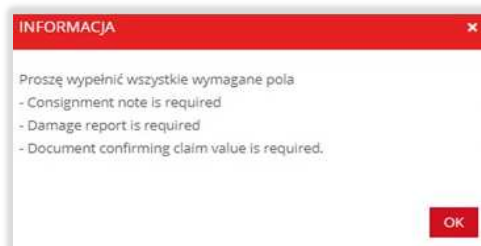
Step 4. The claim form must be completed.

After providing all the data and attaching all necessary documents press Send –

Wyślij



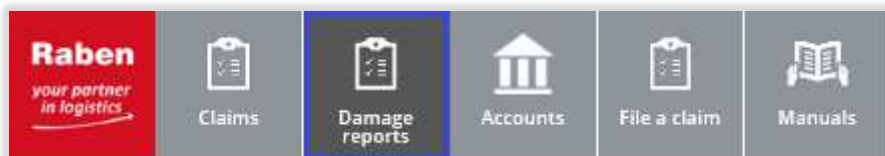
If some documents necessary for handling the claim are missing, the user will receive a message about the need to submit them.



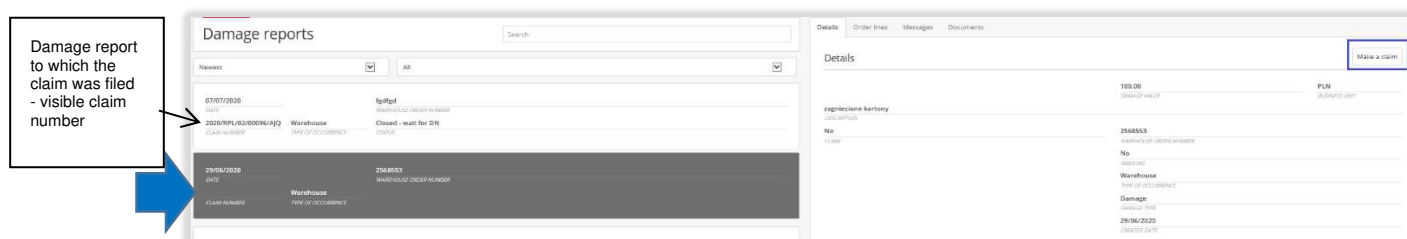
II. Filing a new warehouse claim - applies to warehouse logistics customers.

Step 1. After going to the myClaim module, select "damage report".

It contains damage reports prepared by the logistics warehouse for incidents which occurred in the warehouse of the warehouse logistics customer. They are the basis for filing a claim.

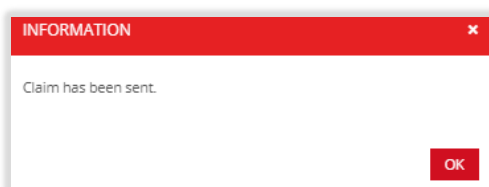


Step 2. From the available reports, select/search the appropriate damage report from the list using the available filters and use the "File a complaint" button - you will be redirected to the claim form.



Step 3. The claim form must be completed.

After providing all the data and attaching all necessary documents press Send – **Send**

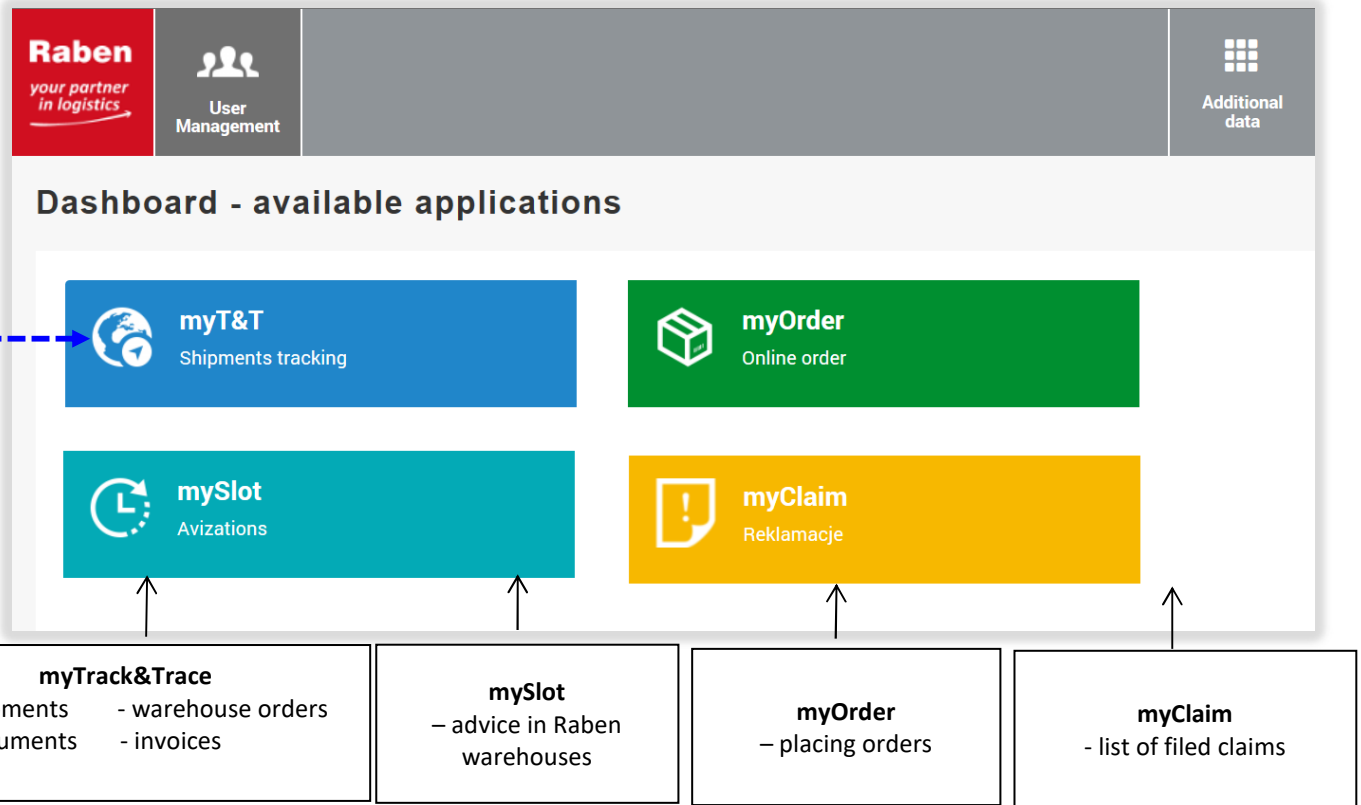


If there are transport documents in Raben system, they will be attached to the claim - there is no need for the user who files the claim to attach them.

If some documents necessary for handling the claim are missing – the user will receive a message about the need to submit them.



III. Filing a new claim via myTrack&Trace.



Step 1. Find the shipment the claim refers to in **myTrack&Trace**.

ATTENTION! – available time range is the last 125 days (approx. 4 months).

To do that, use:

a. *Quick Search*

In the category - **Shipment No.** - enter:

- Shipment number (1);
- Shipment number (2);
- Reference number;

Quick Search

Quick search module in myT&T helps you in quick and easy way how to find looked for shipment.

You need only insert looking data (min 3 digits) to searcher window using one from listed below ways of searching:

- Shipment number
- Unit number
- Reference number
- Order number
- WZ number

On top of that Raben contract logistic Customers can in quick and easy way find requesting warehouse orders inserting to searcher panel also only part of requested data (min 3 digits)

- Pre advice
- Order ID

Shipment Number / Reference number

616022011182560

Search

616022011182560	10/07/2020
SHIPMENT NUMBER (1)	PLANNED DELIVERY DATE
027146980	C006053387
SHIPMENT NUMBER (2)	REFERENCE NUMBER
HARPER HYGIENICS S.A.	
SENDER NAME	
Super-Pharm Legionowo	
RECEIVER NAME	

b. or use available filters on the list of available shipments in myTT.

Shipments

Shipments data is presented till 125 day in back from today.

Shipment number (1) Shipment number (2) Reference Order number Delivery Note

Status Collection Date From Collection date to Delivery Date From Delivery Date To

Loading Place Loading Country Loading City Receiver Name Unloading Place

Unloading City Customer Name Raben Group Company Shipment type Documents

Created date from Created date to

Filters **Shipment details** **Documents** **Generate A4 label** **Generate thermal label** **Export to Excel** **Export to CSV** **Monitor shipment** **Select all** **Deselect all**

Shipment number (1)	Shipment number (2)	Shipment status	Docume	Collection date	Planned delivery	ETA from	ETA to	Receiver	Unloading place	Country of unloading
616022011182560	027146980			09/07/2020	10/07/2020					Poland
616022011182559	027146977			09/07/2020	10/07/2020					Poland
616022011182558	027146978			09/07/2020	10/07/2020					Poland

Step 2. Go to shipment details.

Shipments

Shipments data is presented till 125 day in back from today.

Filters **Shipment details** **Documents** **Export to Excel** **Export to CSV** **Monitor shipment** **Select all** **Deselect all**

Shipment number (1)	Shipment number (2)	Shipment status	Documents	Collection date	Planned delivery	Receiver	Unloading place
616052012253309	120590128096050	delivered		28/01/2019	29/01/2019	RABEN LOGISTICS POLSKA ...	RABEN LOGISTICS POLSKA ...
616052012255306	120590125779741	delivered		29/01/2019	30/01/2019	FRESCO S.A.	FRESCO S.A.
616052012253140	12059012462242z	delivered		28/01/2019	29/01/2019	REPOLITOWA	REPOLITOWA

Step 3. Go to the *Claims* tab and press *Send Claim*.

Shipment

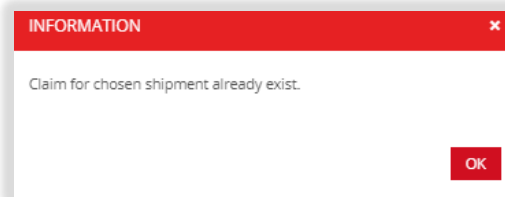
Shipment number (1) 616302010470857
Shipment number (2) 123081029724010
Reference number 1234
Receiver name TESCO POLSKA SPÓŁKA
Sender name
Status
Planned delivery date 31/10/2018
Monitor shipment ☐

NOTE.
If the "Send claim" option is not visible, it means that the logged-in user has not been authorized to file a claim. The key user of the myraben account is entitled to grant access to this option.

Status History Details Address information Additional services Documents Uploaded documents Cargo Lines Contact **Claim**

Send claim

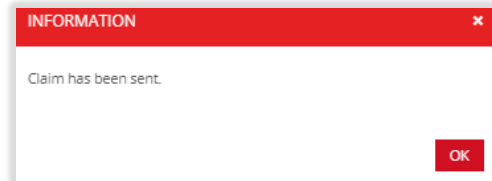
If a claim was already filed for the selected shipment - the user will be redirected to myClaim - to claim details.



Step 4. Fill in the **Claim form**.

After providing all the data and attaching all necessary documents press Send -

Send



If there are transport documents in Raben system, they will be attached to the claim - there is no need for the user who files the claim to attach them.

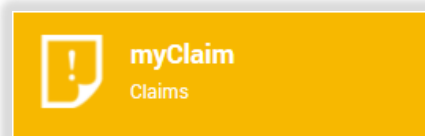
If some documents necessary for handling the claim are missing – the user will receive an *alert* about the need to submit them.

If some documents necessary for handling the claim are missing
- the user will receive an *alert* about the need to submit them.



IV. Monitoring filed claims.

List of claims filed by the customer is available in the myraben.com account in myClaim application.



List of claims can be searched using available filters.

Search – quick search for the claim – simply enter claim number or shipment number or name of the consignee.

Claims | Damage reports | Accounts | File a claim | Manuals

Claim list

Search

Newest
Oldest

All values
 0 < 200 PLN
 200 < 5000 PLN
 > 5000 PLN

All statuses
 Registered
 In progress
 Waiting for response
 Closed
 Appeal

Possibility of filtering filed claims

Current claim status

DATE	ORDER NUMBER	REFERENCE NUMBER	VALUE	RECEIVER NAME
01/02/2019	616304010050970	123081011723010	9911.00	MÓJ ADRES NIEMCY
In progress	2018/RLPL/00/23302/72Q			
STATUS	CLAIM NUMBER	CLIENT CLAIM NUMBER		RECEIVER NAME

01/02/2019	616302010470721	123081008722570	0.00	PSS BŁCHATÓW NR 7
Registered				
STATUS	CLAIM NUMBER	CLIENT CLAIM NUMBER		RECEIVER NAME

Claim details

01/02/2019	616304010050972	123081011723030	123456.00	
Appeal	2018/RLPL/00/23299/72Q	REKL/4/02/2019		MÓJ ADRES NIEMCY
STATUS	CLAIM NUMBER	CLIENT CLAIM NUMBER		RECEIVER NAME

Open claim list

Load more...

Open window with
claim details

Details Messages Documents Timeline

Claim details

2018/RLPL/00/21288/99Q <small>CLAIM NUMBER</small>	nr 1350/2019/01/30 <small>CLIENT CLAIM NUMBER</small>
30/01/2019 13:24 <small>CREATE DATE</small>	124580920359810 <small>REFERENCE NUMBER</small>
616382010370987 <small>ORDER NUMBER</small>	30/01/2019 14:23 <small>CLOSE DATE</small>
Closed <small>STATUS - CUSTOMER</small>	Dorota Tończyk <small>CLAIM SPECIALISTS</small>
	Raben Oddział - Sosnowiec <small>DOK</small>
Raben Logistics Polska Sp. z o.o. <small>BUSINESS UNIT</small>	
Raben Oddział - Sosnowiec <small>DEPOT</small>	
Domestic transport <small>CONCERN</small>	150.00 <small>CLAIM VALUE</small>

Cargo insurance

Shipment is not covered by CARGO insurance

Claim concern

Damage of shipment

➤ **Messages.**

All correspondence regarding the claim must be added to myClaim. Thanks to this, all information about the claim will be available in one place.

If Raben requests to submit documents/additional explanation/information regarding the claim:

- the user will receive an e-mail notification (to the address provided in the claim form +
- in the *Messages* tab, next to the claim, a symbol will appear
- claim status will change to **Waiting for response.**



Details Messages Documents Timeline

Messages

Show Hide

Prośba o dostarczenie dokumentów/wyjaśnień/informacji
01/02/2019 11:46 Agnieszka Jackowiak

dodatkowe dokumenty
01/02/2019 11:49 Jan Nowak

Prośba o dostarczenie dokumentów/wyjaśnień/informacji
01/02/2019 12:32 Agnieszka Jackowiak

zdjęcia
01/02/2019 12:34 Jan Nowak

New message


SUBJECT

MESSAGE

+ Attach documents

Send

Responding

- and in myClaim, on the list of claims, near the claim in question, there will be a symbol. 

04/02/2019	616382010370929	124580920356220	1500.00
DATE	ORDER NUMBER	REFERENCE NUMBER	VALUE
Registered		01/02/19R_001	AREL SPÓŁKA Z OGRANICZONĄ
STATUS	CLAIM NUMBER	CLIENT CLAIM NUMBER	RECEIVER NAME

31/01/2019	616382010370850	124580920351750	10000.00
DATE	ORDER NUMBER	REFERENCE NUMBER	VALUE
Waiting for response	2018/RLPL/00/21288/55Q	123	AREL SPÓŁKA Z OGRANICZONĄ
STATUS	CLAIM NUMBER	CLIENT CLAIM NUMBER	RECEIVER NAME

01/02/2019	616304010050968	123081011722970	2155.00
DATE	ORDER NUMBER	REFERENCE NUMBER	VALUE
Closed	2018/RLPL/00/23298/72Q (SID: 4625745)	REKL/3/02/2019	MÓJ ADRES NIEMCY
STATUS	CLAIM NUMBER	CLIENT CLAIM NUMBER	RECEIVER NAME

You have a new message in the claim system

Claim status will change to **Waiting for response**.

➤ Documents.

Section with documents related to the claim.

Both those sent by the claimant and those provided by Raben Claims Department.

Raben document - closing the claim

Consignment note/
Delivery note


Damage report/
claim form

Documents
confirming claim
value


Other documents

Details
Messages
Documents
Timeline


Raben documents


Decyzja-pismo kończące.pdf
31/01/2019 15:04


Consignment note


Karta załadunkowa.pdf
31/01/2019 14:51


Delivery note


18-1964b.JPG
19/12/2018 09:08


Damage report


protokół szkody_1.pdf
31/01/2019 14:51

Document confirming claim's value


faktura.pdf
31/01/2019 14:52

Other documents


fotka.png
31/01/2019 15:25


- **Timeline.** Information about any changes made in the claim, their time and who made them.

Original claim form
(PDF).

Details	Messages	Documents	Timeline
Timeline			
Claim details at registration date			
01/02/2019 15:29	●	Claim has been sent <i>Jan Nowak</i>	
01/02/2019 15:29	●	Claim specialist dealing with your case is <i>Anna Strażyńska</i>	
01/02/2019 15:30	●	Claim specialist dealing with your case is <i>Agnieszka Jackowiak</i>	
01/02/2019 15:30	●	Claim status changed to W trakcie realizacji <i>Agnieszka Jackowiak</i>	
01/02/2019 15:31	●	Claim number added 2018/RLPL/00/23302/72Q <i>Agnieszka Jackowiak</i>	

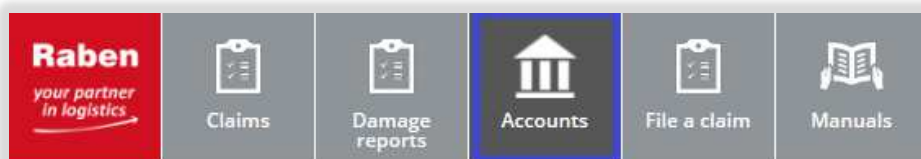
V. Appeal.

If you disagree with the decision regarding the claim, you can file an appeal by presenting your position in writing.

Details	Messages	Documents	Timeline
<div>Claim details Show</div> <p>Zgłoszenie reklamacyjne do przedmiotowej przesyłki zostało rozpatrzone. Do sprawy została wydana decyzja, której treść znajduje się w poniższym załączniku.</p> <div>  Decyzja-pismo kończące.pdf 31/01/2019 15:04 </div> <p>Decyzja została podjęta na podstawie zebranej do sprawy dokumentacji, a także na podstawie obowiązujących przepisów odpowiednio do realizowanej usługi - Prawa Przewozowego, Konwencji CMR, Ogólnych Warunków Świadczenia Usług Przewozowych przez firmę Raben Logistics Polska. Od rozstrzygnięcia, zawartego w niniejszej odpowiedzi na reklamację, przysługuje Państwu prawo odwołania do właściwego rzeczowo wydziału gospodarczego sądu powszechnego (sądu gospodarczego) z siedzibą w Poznaniu.</p> <div>Making an appeal.</div>			

VI. Bank account settings.

Provided bank account numbers (more than one is possible) will be available for selection in the claim form of a new claim.



It is possible to select the number of one of the bank accounts as the default one for compensation payments - then in the new claim form, the field for the bank account number will already be completed with this account number (but with the possibility to change it to another account number from the list of accounts listed in this place).

The image shows a window titled 'BANK ACCOUNTS'. Inside, there's a section 'Bank accounts' with an 'Add new' button. Below is a table with two columns: 'NAME' and 'BANK NAME'. The first row shows 'PKO BP' in both columns. The second row shows 'PL67123456780000000012345678' under 'NAME' and 'No' under 'BANK NAME'. To the right of the table are three buttons: 'Edit', 'Delete', and 'Default' (which is highlighted with a blue border).

NAME	BANK NAME	
PKO BP	PKO BP	Edit
PL67123456780000000012345678	No	Delete
		Default

VII. Manuals.

This is where support materials for users related to the claim process will be located.

