

How to report a claim

On myDSV you can choose to file a claim directly from the shipment list or by choosing claims in the menu and start a blank registration form. If you don't have an active account on myDSV you can create an account on the myDSV website (<https://myDSV.com>).

File a claim from shipment list

If the shipment is already in myDSV the easiest way to register a claim is directly from the shipment list. Once the actual shipment is found you need to push the icon with the three dots and choose "New claim" – see below. By registering the claim directly from the shipment, a number of fields will be pre-populated in the registration form.

File a claim from claims menu

If the shipment is not available in myDSV you can register the claim by clicking claims on the left side menu, and you will be redirected to a claims list that will display all claims previously registered by you. Here you can find further information on the claims registered. Below you can see the claims list and here it is also possible to file a new claim using the button "New claim"

Claim number	Shipment ID	Status	Claim type / Claim sub-type	Claimed Amount	Reference	Last modified	Created	Submitted
202049270	SBSL0000035	New	Freight Forwarders Liability / Deviation	1,234,567,890,123.45 INR	20200212-S-50006	04-06-2020 17:05	04-06-2020 17:03	04-06-2020 17:05

DSV – Global Transport and Logistics

We provide and manage supply chain solutions for thousands of companies every day – from the small family run business to the large global corporation. Our reach is global, yet our presence is local and close to our customers. 60,000 employees in more than 90 countries work passionately to deliver great customer experiences and high-quality services.

Read more at www.dsv.com

File claim – transport

Describe the incident by typing in:

- DSV Country / Region and DSV division that is being claimed
- Shipment number (Shipment ID) related to the claim
- Reference: Internal reference of the customer
- Claim type: DSV Cargo Insurance (shipments where insurance has been purchased with DSV) or Freight Forwarders Liability
- Claim sub-type: I.e. damage, total loss etc.
- Date of loss: Date of occurred damage
- Claimed amount and Currency code: The claimed amount towards DSV and currency
- Damaged goods in kilo: Type in the weight of the damaged goods
- Commodity: Choose the type of goods that has been damaged
- Customer name: Name of the customer claiming DSV
- Description: Describe what has been damaged and the circumstances
- Attachments: Add attachments related to the damage, such as pictures, commercial invoice and POD.
- Finally push submit claim

It is always possible to edit the prefilled information in the form before submission.

Once the form has been submitted it is not possible to edit the form any longer.

All further communication including additional attachments should be send to the following mail-address using the Claim ID in the subject line.

Claims.cherwell@dsv.com

Make a new claim

Provide your claims information to make a new claim

DSV Country / Region	<input type="text" value="Denmark"/>
DSV Division	<input type="text" value="Air & Sea"/>
Shipment Number	<input type="text"/>
Reference	<input type="text"/>
Claim type <small>DSV Cargo Insurance (shipments where insurance has been purchased with DSV) or Freight Forwarders Liability</small>	<input type="text" value="Lookup a type"/>
Claim sub-type <small>e.g. damage, total loss</small>	<input type="text" value="Lookup a sub-type"/>
Date of Loss <small>Date of occurred damage</small>	<input type="text" value="15-06-2020"/>
Claimed Amount <small>The claimed amount towards DSV and currency</small>	<input type="text"/>
Currency Code	<input type="text" value="Lookup a currency code"/>
Damaged goods in kilo <small>Type in the weight of the damaged goods</small>	<input type="text"/>
Commodity <small>Choose the type of goods that has been damaged</small>	<input type="text" value="Lookup a commodity"/>
Customer Name	<input type="text"/>
Description <small>Please elaborate on the claim details here</small>	<div style="border: 1px solid #ccc; height: 60px; padding: 5px;">Please elaborate on the claim details here</div>
Attachments <small>Add attachment such as pictures, commercial invoice and POD</small>	<div> <input type="button" value="Upload a new file"/> <input type="button" value="Drop files here or click to upload"/> </div>

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