Spring E-Commerce
Customer Service Manual

Products, Track & Trace, Enquiries
and Compensation

V 2.2024 EN
valid from 1 June 2024 on

Spring

global delivery solutions

In this document you will find detailled information
about our **Spring E-Commerce** products
and the topics track & trace, enquiries and compensation.

Do you have a question?   **We are happy to help:**

Sales Team
Please reach out to your direct contact or send us an email:
eCom_Germany@spring-gds.com

CS Team
Please send us an email for single item enquiries:
nachfragen@spring-gds.com

Finance Team
Please send us an email:
abrechnung@spring-gds.com

https://www.spring-gds.com/de/

Our Spring E-Com products   Your items will be scanned for acceptance in our hub in Pulheim near Cologne and injected in our network. Our delivery partners (postal and commercial) will arrange the delivery of your items. You can track the code to monitor the journey of the item. We offer a global delivery solution.

E-Com Tracked / E-Com Collect / Retouren
                                          Track & Trace
                                          Option to send an enquiry for the tracking status
                                          Some delivery partners ask for a signatura upon delivery
                                          Liability for lost or damaged ítems max EUR 200

E-Com Untracked   Delivery without signature
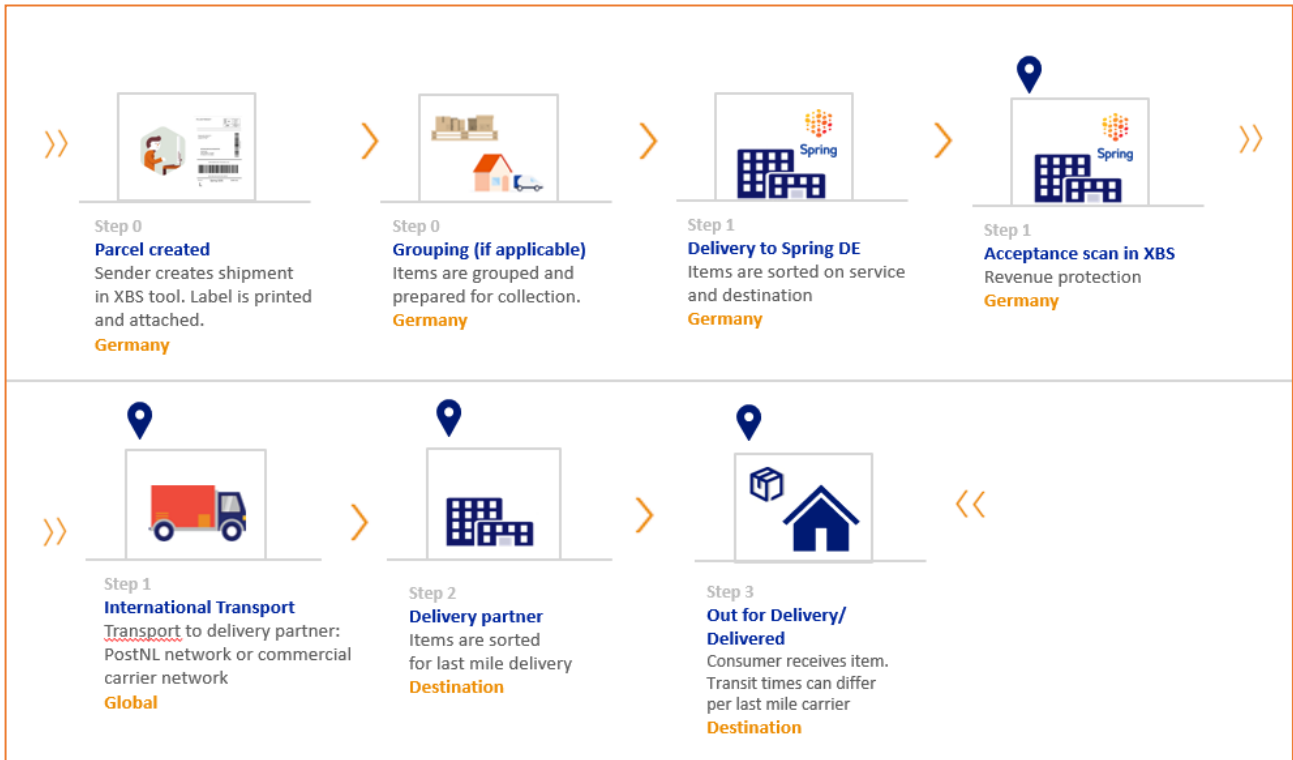   No track & trace
                                          No option for enquiries
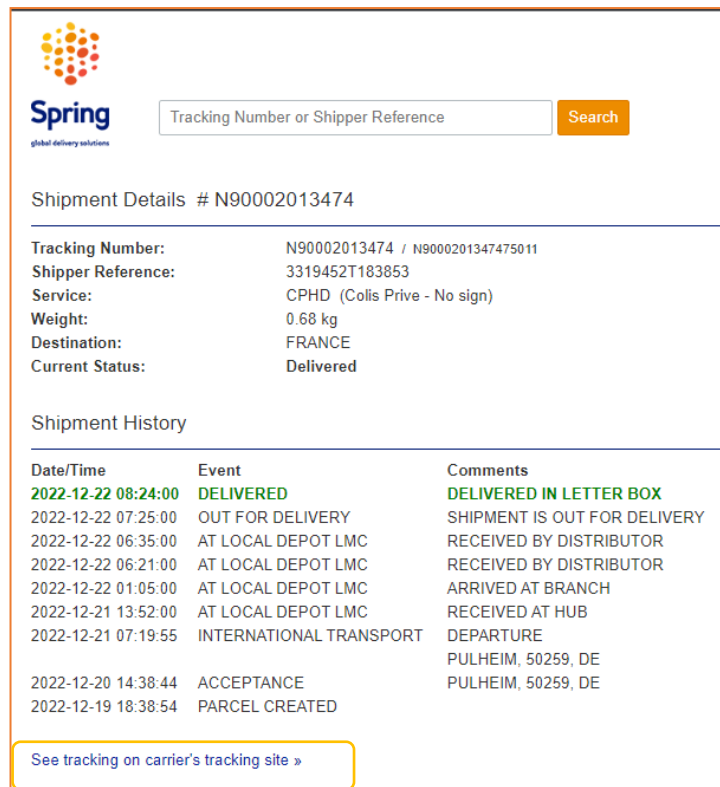   No liability for lost or damaged items

End to End Process flow – logistical and tracking events

Step 0
Parcel created
Sender creates shipment in XBS tool. Label is printed and attached.
Germany

Step 0
Grouping (if applicable)
Items are grouped and prepared for collection.
Germany

Step 1
Delivery to Spring DE
Items are sorted on service and destination
Germany

Step 1
Acceptance scan in XBS
Revenue protection
Germany

Step 1
International Transport
Transport to delivery partner: PostNL network or commercial carrier network
Global

Step 2
Delivery partner
Items are sorted for last mile delivery
Destination

Step 3
Out for Delivery/ Delivered
Consumer receives item. Transit times can differ per last mile carrier
Destination

Track & Trace As **sender** you can track the shipment.

Single item Please enter the tracking number or your shipper reference here:

https://www.mailingtechnology.com/tracking/

You can **click** here to get to the **tracking site** of **our delivery partner**

Multiple items You can check up to **50 tracking codes** in XBS:
https://www.mailingtechnology.com

XBS tracking

Below **tracking events** will be provided in XBS:
(Tracking Event Codes List / Source: XBS Documentation: XBS Customer API Manual)

The following table gives a description for the tracking event code. This table may be extended in the future.

Codes	Event description	Event bucket
0	PARCEL CREATED	Retailer -> Acceptance Hub
12	PREPARATION PROCESS	Retailer -> Acceptance Hub
15	COLLECTION TRANSPORT	Retailer -> Acceptance Hub
18	COLLECTION	Retailer -> Acceptance Hub
19	PROCESSING DEPOT	Retailer -> Acceptance Hub
20	ACCEPTED	In Transit
21	INTERNATIONAL TRANSPORT	In Transit
2101	IN TRANSIT - EXPORTED	In Transit
22	CROSSDOCK	In Transit
25	END OF TRACKING UPDATES	In Transit
31	DELIVERY EXCEPTION – ACTION REQUIRED	In Transit
9101	AT TRANSFER DEPOT LMC	In Transit
9102	IN TRANSIT	In Transit
93	AT LOCAL DEPOT LMC	In Transit
2102	ITEM RELEASED FROM CUSTOMS	Customs
40	IN CUSTOMS	Customs
41	CUSTOMS EXCEPTION	Customs
4106	CONSIGNMENT CANCELLED	Customs
4111	IMPORT CONSIGNMENT RELEASED	Customs
100	DELIVERED	Delivered
101	DELIVERED TO DESTINATION COUNTRY	Delivered
111	LOST OR DESTROYED	Delivered
91	DELIVERY ATTEMPTED	Carrier -> Consignee
92	DELIVERY AWAITING COLLECTION	Carrier -> Consignee
9301	OUT FOR DELIVERY	Carrier -> Consignee
9302	DELIVERY EXCEPTION - DELAYED	Carrier -> Consignee
9303	DELIVERY ATTEMPTED	Carrier -> Consignee
124	RETURN IN TRANSIT	Carrier -> Acceptance Hub
12401	RETURN IN TRANSIT - REFUSED	Carrier -> Acceptance Hub
12402	RETURN IN TRANSIT - UNDELIVERABLE	Carrier -> Acceptance Hub
12406	RETURN DELIVERED BY CARRIER	Carrier -> Acceptance Hub
125	RETURN RECEIVED	Carrier -> Acceptance Hub
9999	INFORMATION	Information

These trackings events can be shared via an API connection.

Local tracking   You will find more information and details on the tracking sites of the local delivery partners (postal and comercial).

Return tracking   You will find tracking events in xbs or in your customer portal. Please contact our team for more information.

Delivery notification via marketplaces

If you sell your products via a Marketplace you can actívate delivery noticaions from the delivery partner.Please reach out to us and we can provide the email address that needs to be white-listed.

Enquries and Compensation

B2C enquiries The **receiver** can contact the sender's CS team.

B2B enquiries If you have a question regarding the delivery status, please send us
an e mail to **nachfragen@spring-gds.com**

NO delivery scan If the item has **no delivery scan**, we can check the **tracking status** for you and
contact the delivery partner for further details. Please send us the **tracking
code** and the question via email. You can send an enquiry up till **30 calendar days**
(destinations in Europe) and **90 calendar days** (ROW destinations) after the last
tracking event.

Example:
Shipment was scanned for accetance on **15.04.2024** and there are no further
tracking events. Further tracking events can vary per destination and total transit
time.
Destination Europe:
You can send an enquiry up till **14.05.2024.**
Destination Rest of World:
You can send an enquiry up till **14.07.2024.**

We will not accept enquiries after this period.

Item is delivered If the item has a **delivery scan**, but the receiver disputes the delivery, you can
send an email to us stating the **tracking code** and providing a **declaration of non
receipt (DONR)**. The declaration must contain: **name and address of the receiver,
tracking code, content, date and signed declaration of non receipt**.
The date of the declaration must be later than the delivery scan. If you can't
provide a form to your customer, we will accept a screen shot of the chat in your CS
portal showing all details mentioned above. You can also use our **DONR template**.

We will check the tracking status and request a **proof of delivery** from the
delivery partner. Some of our partners can provide a **digital signature** as
proof of delivery.

If the item is declared **lost** by the delivery partner, we will accept **liability**.

You can send a disputed delivery up till **30 calendar days** after the delivery scan.

Example:
Shipment was scanned as delivered on **15.04.2024.**
You can send a disputed delivery up till **14.05.2024.**

We will not accept disputed deliveries after this period.

Item is damaged

If the item is **damaged** we need pictures of the damaged goods, the damaged packaging and a description what happened, eg package got wet during transport. You need to send this information **within 7 days after the delivery**. The receiver should report the damage to our delivery partner and provide the confirmation of the damage.

Example:
Shipment was scanned as delivered on **15.04.2024.**
You can send us a damage report up till **21.04.2024.**

We will not accept complaints for damaged items after this period.

If the item is declared **damaged** by the delivery partner, we will accept **liability**.

Once we receive your email we will check the status of the item and provide feedback:

First feedback within 24 hours = final feedback or acknowledgement
Final feedback within 30 days = case will be closed

Liabilility & Compensation	If the item is declared **lost** or **damaged** by our delivery partner we will accept **liability** and arrange a manual payment to your account. We will calculate the amount based on the **net value of the goods.** We will ask you to provide the seller invoice (invoice to your customer). Due to **ITMATT ruling** the value in XBS should correspond to the value on your seller invoice. If the value of goods prealerted in XBS differs from the value on your invoice the lower amount will be used for the calculation.

Postage costs will **not** be compensated.

Spring GDS will accept liability only if the item has been **scanned for acceptance**.

E-Com Tracked	max. EUR 200/shipment (net value of goods)
E-Com Collect	max. EUR 200/shipment (net value of goods)
Returns	max. EUR 200/shipment (net value of goods)
E-Com Untracked	no liability

Relabel	If your item can not be sent in the chosen service (wrong dimension or item weight), we will select another service and create a new label with a new tracking code. We reserve the right to charge the new service to you. You can find tracking updates under the old tracking code and you will see the new tracking code.

2023-07-28 16:01:34 INFORMATION	ADVISED Parcel LS753467814NL re-labeled to CI009626260NL PULHEIM, 50259, DE
2023-07-27 08:20:30 PARCEL CREATED	

Undeliverable items

Sometimes shipments can not be delivered because the address is incomplete or not correct, the receiver is not at home or refuses to accept the delivery, does not want to pay extra charges or does not collect the item from a retail location. **Undeliverable items** will be returned to Spring GDS from the country of destination and forwarded to you. Please note that we rely on the return service of our delivery partners and can not speed up this process.Your item will be scanned in our hub in Pulheim near Cologne and you will see the tracking event: **RETURN RECEIVED – UNDELIVERABLE**.

We will accept liability if the item has been scanned as undeliverable in the country of destination and has not been processed in our hub in Pulheim after 90 calendar days destinations in Europe and 180 calendar days ROW destinations. We don't accept liability if the item has been handed over to the last mile delivery partner after processing in Pulheim and is received damaged or not received.

Shipment History			
Date/Time	Event	Location	Comments
2024-01-03 14:09:20	RETURN RECEIVED - UNDELIVERABLE	PULHEIM, 50259, DE	
2023-12-21 22:03:00	INFORMATION		SCAN AT SORTING MACHINES
2023-12-21 22:01:00	AT LOCAL DEPOT LMC		THE ITEM HAS ARRIVED AT THE DOMESTIC SORTING CENTRE
2023-12-21 21:59:00	IN TRANSIT		ITEM ON TRANSPORT TO LOCAL SORTING CENTRE
2023-12-21 20:59:00	INFORMATION		SCAN AT SORTING MACHINES
2023-12-21 09:18:00	RETURN IN TRANSIT		THE ITEM COULD NOT BE DELIVERED AND WILL BE RETURNED TO SENDER

Customs handling

We dont have any influence on the handling of ítems by customs authorities and can not check the status of ítems under the tracking event **in customs**. You can find more information in our XBS tracking eg THE ITEM IS BEING PROCESSED BY CUSTOMS and ITEM RELEASED BY CUSTOMS

XBS customs data check

If you use our DDP solution we will spotcheck items (including order numbers) on a regular basis. If the HS code is not correct we will put the item on hold and ask you to provide a new label with the correct HS code. Your item will be sent with the new label.

Dangerous Goods

It is not allowed to send Dangerous Goods. If we or our network partners find dangerous goods during processing, items will be destroyed..

The tracking status will be:

Shipment Details # EI002217291NL

Tracking Number:	EI002217291NL
Shipper Reference:	SA-279944-260904
Service:	PPLGE (PostNL Parcel GlobalPack EMS)
Weight:	19.21 kg
Destination:	THAILAND
Current Status:	**Lost or Destroyed**

You can find further information on our website:
https://www.spring-gds.com/support/dangerous-goods/

International Service Alerts

With the International Service Alerts we keep you informed on the consequences that current events in the world might have on the delivery of your international shipments
https://www.spring-gds.com/support/international-service-alerts/

If you provide us with an email address we can add you to our email newsletter.

Holiday schedule

We publish an overview with Internationl Holidays and opening hours.
This can have an impact on orders, transit times and deliveries.
https://www.spring-gds.com/support/international-holidays/

Terms & Conditions

You can find our general terms and conditions here:
https://www.spring-gds.com/de/terms-conditions/