



Spring E-Commerce
Customer Service Manual
Products, Track & Trace,
Enquiries and Compensation

V 1.2025 EN
valid from 1 January 2025 on



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In this document you will find detailed information about our **Spring GDS 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

You can also give us a call under Fon +49 (0) 2234 43 45 518

CS Team

Please send us an email for single item enquiries:

nachfragen@spring-gds.com

You can also give us a call under Fon +49 (0) 2234 43 45 517

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. We offer a global delivery solution and our delivery partners (postal and commercial) will arrange the delivery of your items. You can track the Spring GDS tracking code or local tracking code to monitor the journey of your item.

E-Com Tracked Plus

Best quality and fast E-Com solution for items up to 20 kg

- Track & Trace
- Single item enquiries
- Some delivery partners will deliver against signature
- Max. EUR 500 compensation for lost or damaged items

E-Com Tracked

Flexible and fast E-Com solution for items up to 20 kg

- Track & Trace
- Single item enquiries
- Some delivery partners will deliver against signature
- Max. EUR 200 compensation for lost or damaged items

E-Com Collect

Out-of-Home-Delivery - cost effective Out-of-Home-Delivery in Top 10 European destinations

- Track & Trace
- Single item enquiries
- Some delivery partners will deliver against signature
- Max. EUR 200 compensation for lost or damaged items

E-Com Retouren

Smart solution for your E-Commerce returns

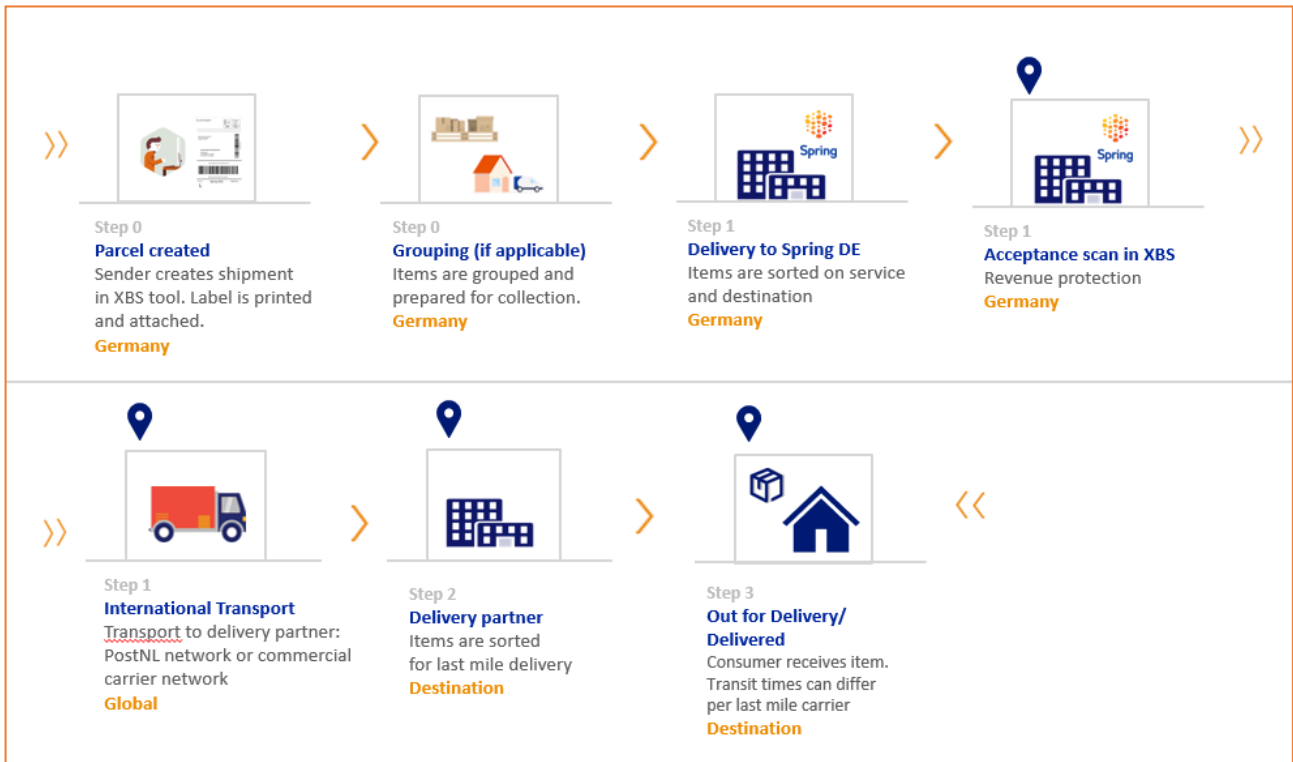
- Track & Trace
- Single item enquiries
- Max. EUR 200 compensation for lost or damaged items

E-Com Untracked

Cost-effective alternative für international cross border e-Commerce shipments up to 2 kg without tracking

- No Track & Trace
- No enquiries
- Delivery without signature
- No compensation for lost or damaged items

End to End Process flow – logistical and tracking events



Tracking


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/>



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Shipment Details # N90002013474

Tracking Number:	N90002013474 / N9000201347475011
Shipper Reference:	3319452T183853
Service:	CPHD (Colis Prive - No sign)
Weight:	0.68 kg
Destination:	FRANCE
Current Status:	Delivered

Shipment History

Date/Time	Event	Comments
2022-12-22 08:24:00	DELIVERED	DELIVERED IN LETTER BOX
2022-12-22 07:25:00	OUT FOR DELIVERY	SHIPMENT IS OUT FOR DELIVERY
2022-12-22 06:35:00	AT LOCAL DEPOT LMC	RECEIVED BY DISTRIBUTOR
2022-12-22 06:21:00	AT LOCAL DEPOT LMC	RECEIVED BY DISTRIBUTOR
2022-12-22 01:05:00	AT LOCAL DEPOT LMC	ARRIVED AT BRANCH
2022-12-21 13:52:00	AT LOCAL DEPOT LMC	RECEIVED AT HUB
2022-12-21 07:19:55	INTERNATIONAL TRANSPORT	DEPARTURE PULHEIM, 50259, DE
2022-12-20 14:38:44	ACCEPTANCE	PULHEIM, 50259, DE
2022-12-19 18:38:54	PARCEL CREATED	

[See tracking on carrier's tracking site »](#)

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

Please note that our delivery partners might show additional tracking events and offer extra delivery options eg change delivery address or live tracking in their local app. We advise to provide the details of the delivery partner to the receiver.



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Multiple items

You can check up to **50 tracking codes** in XBS:

<https://www.mailingtechnology.com>

The screenshot shows the Spring PARCELS interface. At the top, there is a navigation bar with the Spring logo and the text 'PARCELS'. Below this, there is a search bar and a dropdown menu for 'Live Mode'. The main area contains a list of tracking codes under the 'Parcels' section. The tracking codes listed are: LT691691432NL, LT691691392NL, LT691691381NL, LT691691333NL, C001645121NL, E00135020NL, RUB4963567NL, RUB49620124NL, RUB4978305NL, RUB4973150NL, and RUB49424425NL. There are also several filter buttons and a 'Search' button at the bottom right.

You will need a personal **User Account** and we are happy to create this for you.



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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
1001	ITEM INCOMPLETE DATA	Retailer -> Acceptance Hub
20	ACCEPTED	In Transit
21	INTERNATIONAL TRANSPORT	In Transit
2101	IN TRANSIT - EXPORTED	In Transit
2103	IN TRANSIT - IMPORTED	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
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
124	RETURN IN TRANSIT	Carrier -> Acceptance Hub
12406	RETURN DELIVERED BY CARRIER	Carrier -> Acceptance Hub
125	RETURN RECEIVED	Carrier -> Acceptance Hub
12501	RETURN RECEIVED - REFUSED	Carrier -> Acceptance Hub
12502	RETURN RECEIVED - UNDELIVERABLE	Carrier -> Acceptance Hub
12503	RETURN RECEIVED - DAMAGED	Carrier -> Acceptance Hub
12504	RETURN RECEIVED - NOT COLLECTED	Carrier -> Acceptance Hub
12505	RETURN RECEIVED - ACCORDING TO AGREEMENT	Carrier -> Acceptance Hub
12506	RETURN RECEIVED - DESTROYED	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 commercial).

Please note that our delivery partners might show additional tracking events and offer extra delivery options eg change delivery address or live tracking in their local app. We advise to provide the details of the delivery partner to the receiver.

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 activate delivery notifications from the delivery partner. Please reach out to us and we can provide the email address that needs to be white-listed.

Enquiries 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/ In Transit

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 acceptance 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 stuck in transit

If you notice that items have not seen any tracking updates for a longer period we would still like to ask you to stick to the timelines mentioned above and always provide the declaration of non receipt.

Item is delivered/ Disputed delivery

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 document can be provided in a digital format, but please make sure that the receiver prepared the document personally. The date of the declaration must be later than the delivery scan. If there are doubts about the declaration we reserve the right to not accept the declaration. This applies also to missing information on the document. 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



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Liability & 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 prealtered in XBS differs from the value on your invoice the lower amount will be used for the calculation.

Postage costs will **not** be compensated for lost or damaged items. We will also not refund postage costs if an item is undeliverable.

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

E-Com Tracked Plus	max EUR 500/shipment (net value of goods)
E-Com Tracked	max. EUR 200/shipment (net value of goods)
E-Com Collect	max. EUR 200/shipment (net value of goods)
E-Com Return	max. EUR 200/shipment (net value of goods)
E-Com Untracked	no compensation

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	REVISED Parcel LS753467814NL re-labeled to CI009626260NL PULHEIM, 50259, DE
2023-07-27 08:20:30 PARCEL CREATED	



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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.

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 don't have any influence on the handling of items by customs authorities and can not check the status of items 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**

If items are put on hold during customs checks, they will be returned. This can have a negative impact on other shipments, that are put on hold and released at a later stage.



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XBS customs data check

If you use our Spring CLEAR solution for your DDP shipments 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 International 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/>