



## **Spring E-Commerce Customer Service Manual**

Products, Track & Trace, Enquiries  
and Compensation

V 1.2024 EN  
valid from 1 Feb 2024 on



# **Spring**

global delivery solutions

In this document you will find detailed 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](mailto:eCom_Germany@spring-gds.com)

**CS Team**

Please send us an email for single item enquiries:

[nachfragen@spring-gds.com](mailto:nachfragen@spring-gds.com)

**Finance Team**

Please send us an email:

[invoices@spring-gds.com](mailto:invoices@spring-gds.com)

[www.spring-gds.com/de](http://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 barcode 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

Liability for lost or damaged items max EUR 200

**E-Com Untracked**

Delivery without signature

No track & trace

No option for enquiries

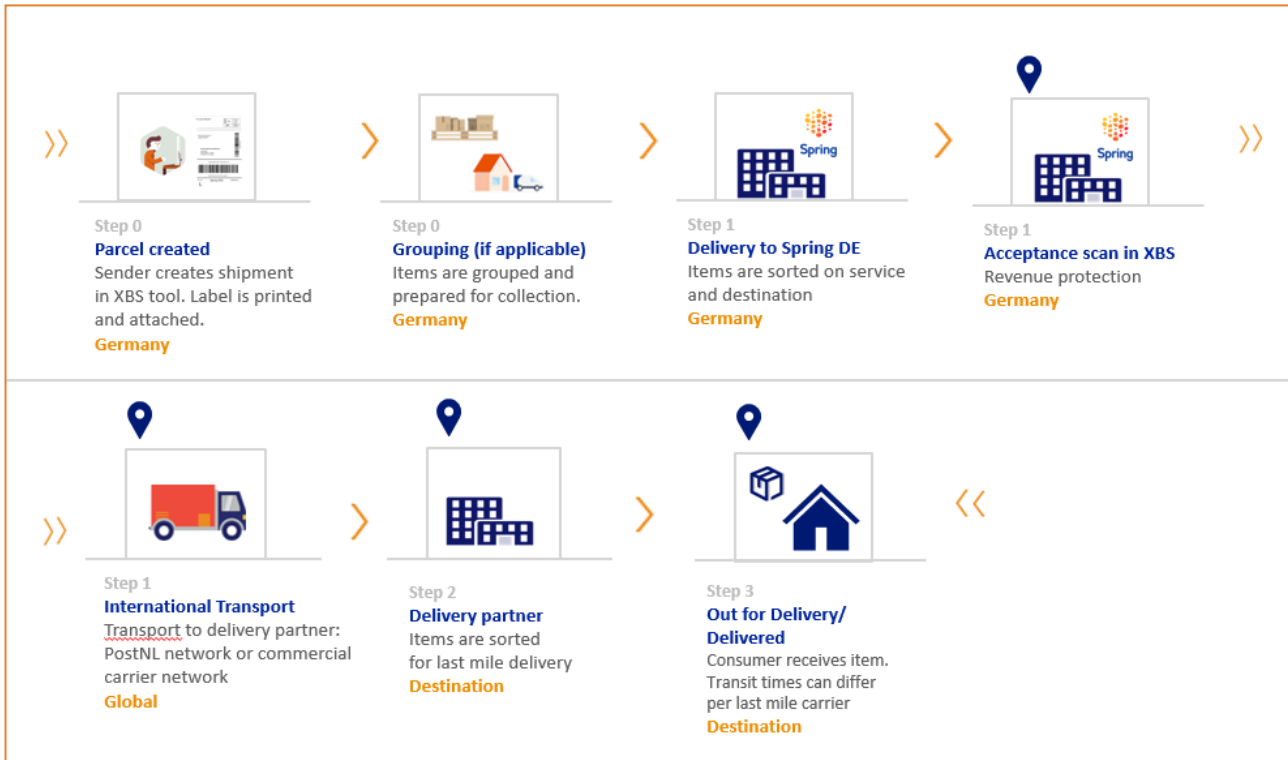
No liability for lost or damaged items



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## End to End Process flow – logistical and tracking events



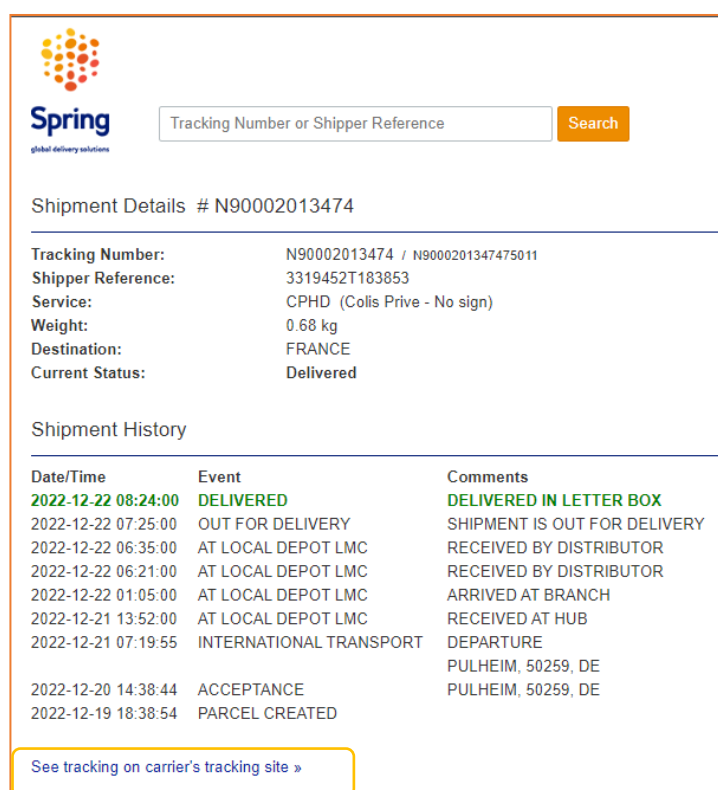
## Track & Trace

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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Tracking Number or Shipper Reference

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	

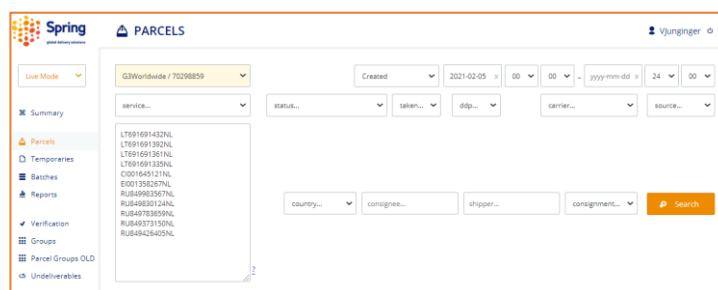
[See tracking on carrier's tracking site »](#)

You can [click here](#) to get to the **tracking site** of our delivery partner

## Multiple items

You can check up to **50 barcodes** in XBS:

<https://www.mailingtechnology.com>



**Spring** PARCELS vjunginger

Live Mode  Created 2021-02-05 00:00:00 - yyyy-mm-dd 24:00

Summary

Parcels

- LT691691432NL
- LT691691392NL
- LT691691361NL
- LT691691330NL
- CS016645121NL
- E001358267NL
- RUB49820597NL
- RUB49820124NL
- RUB49783859NL
- RUB49731354NL
- RUB49426405NL

country... consignee... shipper... consignment...



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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
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 commercial).

## Return tracking

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

## 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](mailto: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 barcode** 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.

**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 barcode** and providing a **declaration of non receipt (DONR)**. The declaration must contain: **name of the receiver, tracking barcode, 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.

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.

**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.

**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

### 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.

**Postage costs** will **not** be compensated.

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

<b>E-Com Tracked</b>	max. EUR 200/shipment (net value of goods)
<b>E-Com Collect</b>	max. EUR 200/shipment (net value of goods)
<b>Returns</b>	max. EUR 200/shipment (net value of goods)
<b>E-Com Untracked</b>	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 barcode. We reserve the right to charge the new service to you. You can find tracking updates under the old tracking barcode and you will see the new tracking barcode.

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

## Undeliverable items

**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 is not received on your side once dispatched from our hub.

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

## 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.



### 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

[www.spring-gds.com/de/support/international-service-alerts](http://www.spring-gds.com/de/support/international-service-alerts)

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

### 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/>

### Holiday schedule

We publish an overview with International Holidays and opening hours. This can have an impact on orders, transit times and deliveries.

[www.spring-gds.com/de/support/international-holidays](http://www.spring-gds.com/de/support/international-holidays)