


Volkswagen Versicherungsvermittlung GmbH - Windows Internet Explorer

http://www-cms.crm.cpn.vwq/cms\_vwv/index.jsp

Volkswagen Versicherungsvermittlung GmbH

# VOLKSWAGEN VERSICHERUNGSVERMITTLUNG

GMBH




## Claims Management System

**VWV / INIS Cargo Claims System**

As importer, dealer or VW Corporation you can register claims for settlement via this system with Volkswagen Versicherungsvermittlung GmbH. You can also generate reports on your claims..

Volkswagen Versicherungsvermittlung GmbH (VWV) is responsible for recording and processing marine cargo claims related to the products of the Volkswagen Group. As well as this it is their task to ensure the VW Corporation is insured in the best possible way, bearing in mind the cost and risk situation and also carries out and coordinates insurance-related risk management. The company coordinates the worldwide insurance interests and common insurance program of the VW Group and affiliated companies.

### Help



- Manual - detailed
- Manual - OnePager

NAME

PASSWORD

**login**

How can I request a password?

SPRACHE / LANGUAGE / IDIOMA

> **English** > German > español

# MANUAL TO REPORT A TRANSPORT DAMAGE

## VIA THE

# CLAIMS MANAGEMENT SYSTEM

## (CMS)

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Volkswagen Versicherungsvermittlung GmbH - Windows Internet Explorer

http://vwv-cms.crm.cpn.vwg/cms\_vwv/index.jsp

Volkswagen Versicherungsvermittlung GmbH

# VOLKSWAGEN VERSICHERUNGSVERMITTLUNG

GMBH



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- Manual - detailed
- Manual - OnePager

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SPRACHE / LANGUAGE / IDIOMA

> English > German > español

To access the Claims Management System, copy the following link into the address bar of your browser:

**[http://vwv-cms.crm.cpn.vwg/cms\\_vwv/index.jsp](http://vwv-cms.crm.cpn.vwg/cms_vwv/index.jsp)**

To ensure a quicker access, save the address in your browser's favorites.

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Volkswagen Versicherungsvermittlung GmbH - Windows Internet Explorer

http://www.cms.crm.cpn.vwg/cms\_vwv/index.jsp

Volkswagen Versicherungsvermittlung GmbH

# VOLKSWAGEN VERSICHERUNGSVERMITTLUNG

GMBH



## Claims Management System

**VWV / INIS Cargo Claims System**

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SPRACHE / LANGUAGE / IDIOMA

> English > German > español

### Help

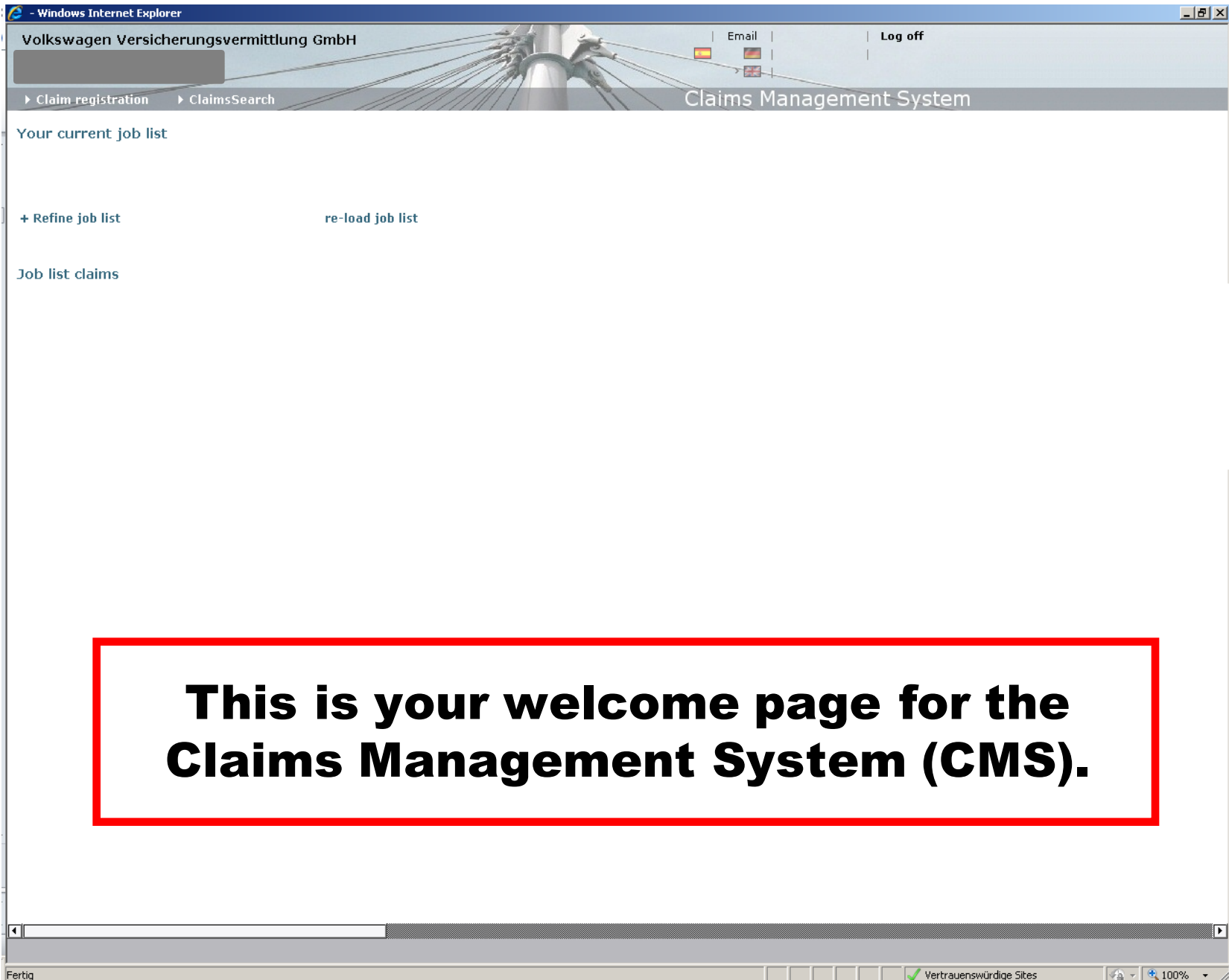


- Manual - detailed
- Manual - OnePager

Enter your username and password to log in to the Claims Management System.

Follow this link to get to the user manual.

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**This is your welcome page for the  
Claims Management System (CMS).**

Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Email | Log off

Claim registration | ClaimsSearch

Claims Management System

Your current job list

+ Refine job list re-load job list

Job list claims

If you want to issue a damage report,  
click on **Claim registration**.

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http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=checkFiNr - Windows Internet Explorer

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Claim registration    ClaimsSearch    Claims Management System

WelcomePage    Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

Allocated party

Date of dispatch

Brand of car

Amount loss assessment 0,00 EUR    >> process

Deductible amount 0,00 EUR

Reference

Own claim number

VIN - No. 1KBW000001

Insured good

Object/damaged

Consignee group

Destination country Germany (0004)

Place of loss

Type

Claims - Code: Place of loss

Claims - Code: size of claim

Currency EUR

Date of loss 01.01.2013

Country of loss Germ

Cause

Claims - Code: Type of claim

Claims code

Status of claim SE\_I

Create new file

Use the data field **VIN - No.** to type in the vehicle identification number similarly to this example:

**1KBW000001**

The characters 1 to 6 and 9 are only used as filling signs and are not required (**WWWZZZ1KZBW000001**).

http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=checkFiNr - Windows Internet Explorer

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Email | Log off

Claim registration | ClaimsSearch | Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

**Allocated party** [Redacted]

**Date of dispatch** [Redacted]

**Brand of car** [Redacted]

**Amount loss assessment** 0,00 EUR >> process

**Deductible amount** 0,00 EUR

**Reference** [Redacted]

**Own claim number** [Redacted]

**VIN - No.** 1KBW000001

**Insured good** [Redacted]

**Consignee group** [Redacted]

**Destination country** Germany (0004)

**Place of loss** [Redacted]

**Type** [Redacted]

**Claims - Code: Place of loss** [Redacted]

**Claims - Code: size of claim** [Redacted]

**Currency** [Redacted]

**Date of loss** 01.01.2013

**Object/damaged** [Redacted]

**Country of loss** Germany (0004)

**Cause** [Redacted]

**Claims - Code: Type of claim** [Redacted]

**Claims code** [Redacted]

**Status of claim** SE\_IB

Create new file | Save & quit | Save

Fill in the date of loss event or loss assessment.  
Use the following format: DD.MM.YYYY

http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=checkFiNr - Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Email | Log off

Claim registration | ClaimsSearch | Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

Allocated party

Date of dispatch

Brand of car

Currency: EUR

Amount loss assessment: 0,00 EUR >> process

Deductible amount: 0,00 EUR

Date of loss: 01.01.2013

Reference

Own claim number

VIN - No.: 1KBW000001

Insured good

Object/damaged

Consignee group

Destination country: Germany (0004)

Country of loss: Germany (0004)

Place of loss

Cause

Type

Claims - Code: Place of loss

Claims - Code: Type of claim

Claims code

Status of claim: SE\_IB

Create new file | Save & quit | Save

In this dropdown bar, you can choose the brand of the damaged vehicle.



http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=checkFiNr - Windows Internet Explorer

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Email | Log off

Claim registration | ClaimsSearch | Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

Allocated party

Date of dispatch

Brand of car

Amount loss assessment 0,00 EUR

Deductible amount 0,00 EUR

Reference

Own claim number

VIN - No. 1KBW000001

Insured good

Consignee group

Destination country Germany (0004)

Place of loss

Type

Claims - Code: Place of loss

Claims - Code: size of claim

Currency EUR

Date of loss 01.01.2013

Object/damaged

Country of loss Germany (0004)

Cause

Claims - Code: Type of claim

Claims code

Status of claim SE\_IB

>> process

Create new file | Save & quit | Save

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Click on  
**>> process**  
to insert the amount of damage.









http://fsdebsea0193.wob.vw.vwg/cms\_test\_vwg/schaden.do?reqCode=checkFINr - Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Email | Log off

Claim registration | ClaimsSearch

### Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

....: Claim registration :....

**Allocated party** [Redacted]

**Date of dispatch** [Redacted]

**Brand of car** [Redacted]

**Amount loss assessment** 500,00 » process

**Deductible amount** 0,00

**Reference** [Redacted]

**Own claim number** [Redacted]

**VIN - No.** 1KBW000001

**Insured good** [Redacted]

**Consignee group** [Redacted]

**Destination country** Germany (0004)

**Place of loss** [Redacted]

**Type** [Redacted]

**Claims - Code: Place of loss** [Redacted]

**Claims - Code: size of claim** [Redacted]

**Currency** [Redacted]

**Date of loss** 01.01.2013

**Object/damaged** [Redacted]

**Country of loss** Germany (0004)

**Cause** [Redacted]

**Claims - Code: Type of claim** [Redacted]

**Claims code** [Redacted]

**Status of claim** SE\_IB

[Create new file](#) [Save & quit](#) [Save](#)

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You can see your amount of loss settlement here.

http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=checkFiNr - Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Email | Log off

Claim registration | ClaimsSearch | Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

Allocated party: [Redacted]

Date of dispatch: [Redacted]

Brand of car: [Redacted]

Amount loss assessment: 500,00 >> process

Deductible amount: 0,00

Reference:  (highlighted with a red box and arrow)

Own claim number: [Redacted]

VIN - No.: 1KBW000001

Insured good: [Redacted]

Consignee group: [Redacted]

Destination country: Germany (0004)

Place of loss: [Redacted]

Type: [Redacted]

Claims.-Code: Place of loss: [Redacted]

Claims.-Code: size of claim: [Redacted]

Object/damaged: [Redacted]

Country of loss: Germany (0004)

Cause: [Redacted]

Claims-Code: Type of claim: [Redacted]

Claims code: [Redacted]

Status of claim: SE\_IB

> Create new file > Save & quit > Save

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Here you have the possibility of entering your individual reference number.

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

**Allocated party** [Redacted]

**Date of dispatch** [Redacted]

**Brand of car** [Dropdown]

**Amount loss assessment** 500,00 >> process

**Deductible amount** 0,00

**Reference** Invoice Nr. 123456

**Own claim number**

**VIN - No.** 1KBW000001

**Insured good** [Redacted]

**Consignee group** New vehicles [Dropdown]

**Destination country** Germany (0004) [Dropdown]

**Place of loss** Truck transport [Dropdown]

**Type** Break, pushing, chipping, burst, scarring [Dropdown]

**Claims -Code: Place of loss** 03 | Bumper / Cover / Ext., Front [Dropdown]

**Claims -Code: size of claim** 3 | Over 3" up to and Including 6" Length/ Diameter [Dropdown]

**Currency**

**Date of loss** 01.01.2013 [Calendar]

**Objection, damage** [Dropdown]

**Country of loss** Germany (0004) [Dropdown]

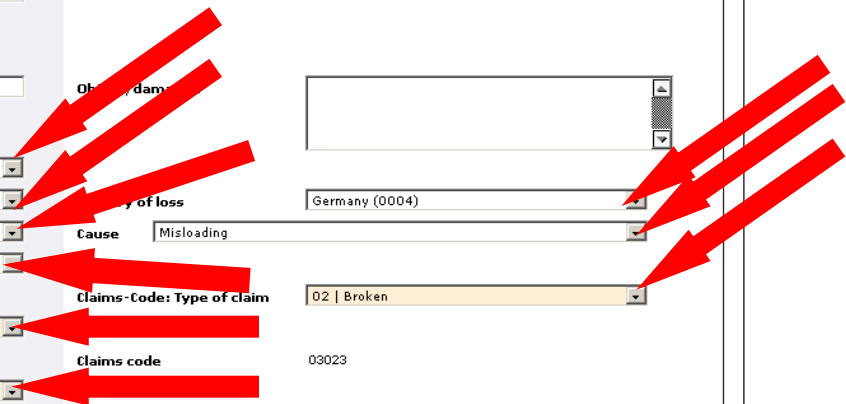
**Cause** Misloading [Dropdown]

**Claims -Code: Type of claim** 02 | Broken [Dropdown]

**Claims code** 03023

**Status of claim** SE\_IB [Dropdown]

▶ Create new file    ▶ Save & quit    ▶ Save



Fill in all the required fields to your claim using the drop down menus



WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

<b>Allocated party</b>	[Redacted]
<b>Date of dispatch</b>	[Redacted]
<b>Brand of car</b>	[Dropdown]
<b>Amount loss assessment</b>	500,00 >> process
<b>Deductible amount</b>	0,00
<b>Reference</b>	Invoice Nr. 123456
<b>Own claim number</b>	
<b>VIN - No.</b>	1KBW000001
<b>Insured good</b>	[Text]
<b>Consignee group</b>	New vehicles [Dropdown]
<b>Destination country</b>	Germany (0004) [Dropdown]
<b>Place of loss</b>	Truck transport [Dropdown]
<b>Type</b>	Break, pushing, chipping, burst, scarring [Dropdown]
<b>Claims -Code: Place of loss</b>	03   Bumper / Cover / Ext., Front [Dropdown]
<b>Claims -Code: size of claim</b>	3   Over 3" up to and Including 6" Length/ Diameter [Dropdown]
<b>Currency</b>	
<b>Date of loss</b>	01.01.2013 [Calendar]
<b>Object/damaged</b>	[Text]
<b>Country of loss</b>	Germany (0004) [Dropdown]
<b>Cause</b>	Misloading [Dropdown]
<b>Claims -Code: Type of claim</b>	02   Broken [Dropdown]
<b>Claims code</b>	03023
<b>Status of claim</b>	SE_IB [Dropdown]

[Create new file](#) [Save & quit](#) [Save](#)

This is how your data entry screen will look like afterwards.

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
						1KBW000001

Claims data 1

...: Claim registration :...

<b>Allocated party</b>		<b>Currency</b>	
<b>Date of dispatch</b>		<b>Date of loss</b>	01.01.2013
<b>Brand of car</b>		<b>Amount loss assessment</b>	500,00 >> process
<b>Amount loss assessment</b>	500,00	<b>Deductible amount</b>	0,00
<b>Deductible amount</b>	0,00	<b>Reference</b>	Invoice Nr. 123456
<b>Reference</b>	Invoice Nr. 123456	<b>Own claim number</b>	
<b>Own claim number</b>		<b>VIN - No.</b>	1KBW000001
<b>VIN - No.</b>	1KBW000001	<b>Insured good</b>	
<b>Insured good</b>		<b>Object/damaged</b>	
<b>Consignee group</b>	New vehicles	<b>Country of loss</b>	Germany (0004)
<b>Destination country</b>	Germany (0004)	<b>Cause</b>	Misloading
<b>Place of loss</b>	Truck transport	<b>Claims -Code: Type of claim</b>	02   Broken
<b>Type</b>	Break, pushing, chipping, burst, scarring	<b>Claims code</b>	03023
<b>Claims -Code: Place of loss</b>	03   Bumper / Cover / Ext., Front	<b>Status of claim</b>	SE_IB
<b>Claims -Code: size of claim</b>	3   Over 3" up to and Including 6" Length/ Diameter		

▶ Create new file   ▶ Save & quit   ▶ Save

Click on the button **Save**.

http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schadendatensave.do?reqCode=schadendatensave - Windows Internet Explorer

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Claim registration | ClaimsSearch | Claims Management System

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

...: Claim registration :...

Allocated party: [Redacted]

Date of dispatch: [Redacted]

Brand of car: Volkswagen

Amount loss assessment: 500,00 EUR >> process

Deductible amount: 0,00 EUR

Note: [Redacted]

Reference: Invoice Nr. 123456

Own claim number: **WTRTRAN13000005**

VIN - No.: 1KBW000001

Insured good: [Redacted]

Consignee group: New vehicles

Destination country: Germany (0004)

Place of loss: Truck transport

Type: Break, pushing, chipping, burst, scarring

Claims - Code: Place of loss: 03 | Bumper / Cover / Ext., Front

Claims - Code: size of claim: 3 | Over 3" up to and Including 6" Length/ Diameter

Currency: EUR

Date of loss: 01.01.2013

Object/damaged: [Redacted]

Country of loss: Germany (0004)

Cause: Misloading

Claims - Code: Type of claim: 02 | Broken

Claims code: 03023

Status of claim: SE\_IB

▶ Create new file | ▶ Save & quit | ▶ Save

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After saving the claim number and additional claim data will be shown.

http://fsdebsea0193.wob.vw.vwg/cms\_test\_vvw/schadendatensave.do?reqCode=schadendatensave - Windows Internet Explorer

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Claim registration ClaimsSearch Claims Management System

WelcomePage Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Einrücken, Absplittern,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 Documents

...: Claim registration :...

Allocated party

Date of dispatch

Brand of car Volkswagen

Amount loss assessment 500,00 EUR >> process

Deductible amount 0,00 EUR

Note

Reference Invoice Nr. 123456

Own claim number WTRTRAN13000005

VIN - No. 1KBW000001

Insured good

Consignee group New vehicles

Destination country Germany (0004)

Place of loss Truck transport

Type Break, pushing, chipping, burst, scarring

Claims - Code: Place of loss 03 | Bumper / Cover / Ext., Front

Claims - Code: size of claim 3 | Over 3" up to and Including 6" Length/ Diameter

Currency EUR

Date of loss 01.01.2013

Object/damaged

Country of loss Germany (0004)

Cause Misloading

Claims - Code: Type of claim 02 | Broken

Claims code 03023

Status of claim SE\_IB

Create new file Save & quit Save

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Click on the tab Documents to attach scanned claim documents.

Windows Internet Explorer - Volkswagen Versicherungsvermittlung GmbH

Claims Management System

WelcomePage Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	WIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 Documents

↓ Create new file

Date	File name	delete	more
------	-----------	--------	------

Using the button **Create new file** you can create an attachment including claim documents like invoices, pictures, delivery orders and other correspondencies.

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http://fsdebsea0193.wob.vw.vwg/cms\_test\_vwv/dokument.do?reqCode=upload - Windows Internet Explorer

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Email | Log off

Claim registration | ClaimsSearch

### Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Abspalten,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

...: Document data :...

**Subject:**

**File selection:**

This mask shows up.

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http://fsdebsea0193.wob.vwg/cms\_test\_vwv/dokument.do?reqCode=upload - Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Email | Log off

Claim registration | ClaimsSearch

### Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Abspalten,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

...: Document data :...

Subject: Invoice

File selection

Durchsuchen...

Save

To upload a document push the button **Browse (Durchsuchen...)**.

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WelcomePage Search result list

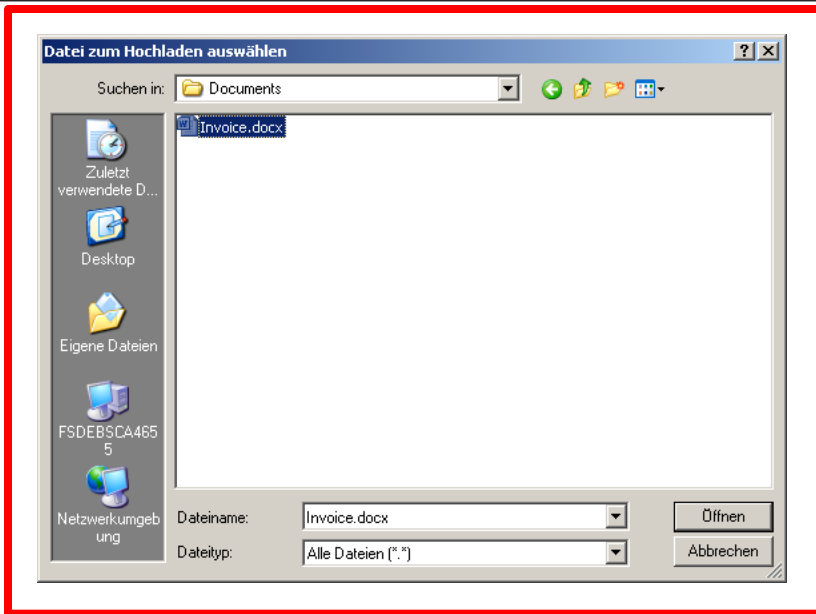
Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

Document data

Subject: Invoice

File selection:



This selection window opens automatically. Now you can look for the required documents.



http://fsdebsea0193.wob.vw.vwg/cms\_test\_vvw/dokument.do?reqCode=upload - Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Email | Log off

Claim registration | ClaimsSearch | Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verfademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

....: Document data :....

**Subject:** Invoice

**File selection:** c:\Documents and Settings\dkx0105\Desktop\Docum...

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Use the button **Save** to upload the claim documents.

Windows Internet Explorer - Volkswagen Versicherungsvermittlung GmbH

Claims Management System

Claim registration | ClaimsSearch

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

Create new file

Subject	Date	File name	delete	more
Invoice	12.02.2013	1360689964625_Invoice.docx	✖	📄 ➔

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**Your file was uploaded successfully.**

Windows Internet Explorer - Volkswagen Versicherungsvermittlung GmbH

Claims Management System

Claim registration | ClaimsSearch

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Abspalten,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

↓ Create new file

Subject	Date	File name	delete	more
Invoice	12.02.2013	1360689964625_Invoice.docx		

Click here for downloading the file.

If you don't want this document to be attached to the claim, click here to delete it.

A click on this button will open the file.

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Windows Internet Explorer - Volkswagen Versicherungsvermittlung GmbH

Claim registration | ClaimsSearch | Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Abspalten,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

Create new file

Subject	Date	File name	delete	more
Invoice	12.02.2013	1360689964625_Invoice.docx	✖	📄 ➔

Switch back to the tab Claims data 1 afterwards.

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http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=uebersicht - Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Claim registration | ClaimsSearch

Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

...: Claim registration :...

Allocated party: [Redacted]

Date of dispatch: [Redacted]

Brand of car: Volkswagen

Amount loss assessment: 500,00 EUR >> process

Deductible amount: 0,00 EUR

Note: [Icon]

Reference: Invoice Nr. 123456

Own claim number: WTRTRAN13000005

VIN - No.: 1KBW000001

Insured good: [Redacted]

Consignee group: New vehicles

Destination country: Germany (0004)

Place of loss: Truck transport

Type: Break, pushing, chipping, burst, scarring

Claims.-Code: Place of loss: 03 | Bumper / Cover / Ext., Front

Claims.-Code: size of claim: 3 | Over 3" up to and Including 6" Length/ Diameter

Currency: EUR

Date of loss: 01.01.2013

Object/damaged: [Redacted]

Country of loss: Germany (0004)

Cause: Misloading

Claims.-Code: Type of claim: 02 | Broken

Claims code: 03023

Status of claim: SB\_WG

Create new file | Save & quit | Save

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To send your damage report pick **SB\_WG**  
(Claim has been sent to claim administrator) in this dropdown bar.

http://fsdbsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=uebersicht - Windows Internet Explorer

Volkswagen Versicherungsvermittlung GmbH

Claim registration   ClaimsSearch

WelcomePage   Search result list

Claims number	Type of claim	Cause of claim	Date of loss
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verlademangel	01.01.2013

Claims data 1   Documents

...: Claim registration :...

**Allocated party** [Redacted]

**Date of dispatch** [Redacted]

**Brand of car** Volkswagen

**Amount loss assessment** 500,00 EUR   >> process

**Deductible amount** 0,00 EUR

**Note** [Icon]

**Reference** Invoice Nr. 123456

**Own claim number** WTRTRAN13000005

**VIN - No.** 1KBW000001

**Insured good** [Redacted]

**Consignee group** New vehicles

**Destination country** Germany (0004)

**Place of loss** Truck transport

**Type** Break, pushing, chipping, burst, scarring

**Claims.-Code: Place of loss** 03 | Bumper / Cover / Ext., Front

**Claims-Code: size of claim** 3 | Over 3" up to and Including 6" Length/ Diameter

**Object/damaged** [Redacted]

**Country of loss** [Redacted]

**Cause** Misloa...

**Claims-Code: Type of** [Redacted]

**Claims code** [Redacted]

**Status of claim** SB\_WG

Create new file   Save & quit   Save

-- Webseitendialog

Short for	Description
SB_WG	Claim has been sent to claim administrator
SB_AS	Claim administrator has closed the claim
SB_IB	Claim administrator is processing the claim
SB_OB	Claimant has closed the claim without processing

Explanations about further selection possibilities can be found here.

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http://fsdebsea0193.wob.vw.vwg/cms\_test\_vww/schaden.do?reqCode=uebersicht - Windows Internet Explorer

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Email | Log off

Claim registration | ClaimsSearch

### Claims Management System

WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern...	Verlademangel	01.01.2013	Volkswagen	12.02.2013	1KBW000001

Claims data 1 | Documents

....: Claim registration :....

**Allocated party** [Redacted]

**Date of dispatch**

**Brand of car** Volkswagen

**Amount loss assessment** 500,00 EUR >> process

**Deductible amount** 0,00 EUR

**Note** [Icon]

**Reference** Invoice Nr. 123456

**Own claim number** WTRTRAN13000005

**VIN - No.** 1KBW000001

**Insured good**

**Object/damaged** [Empty field]

**Consignee group** New vehicles

**Destination country** Germany (0004)

**Country of loss** Germany (0004)

**Place of loss** Truck transport

**Cause** Misloading

**Type** Break, pushing, chipping, burst, scarring

**Claims - Code: Type of claim** 02 | Broken

**Claims code** 03023

**Claims - Code: Place of loss** 03 | Bumper / Cover / Ext., Front

**Claims - Code: size of claim** 3 | Over 3" up to and Including 6" Length/ Diameter

**Status of claim** SB\_WG

[Create new file](#) | [Save & quit](#) | [Save](#)

**Save and transmit the claim by clicking this button.**  
This way, the claim will be reported to VWV.  
By then the claim cannot be changed anymore.

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WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verlademangel	01.01.2013	Volkswagen	13.02.2013	1KBW000001

Claims data 1 | Documents

...: Claim registration :...

<b>Allocated party</b>	[Redacted]
<b>Date of dispatch</b>	13.02.2013
<b>Brand of car</b>	Volkswagen
<b>Amount loss assessment</b>	500,00 EUR >> process
<b>Deductible amount</b>	0,00 EUR
<b>Note</b>	[Icon]
<b>Reference</b>	Invoice Nr. 123456
<b>Own claim number</b>	WTRTRAN13000005
<b>VIN - No.</b>	1KBW000001
<b>Insured good</b>	[Empty field]
<b>Consignee group</b>	New vehicles
<b>Destination country</b>	Germany (0004)
<b>Place of loss</b>	Truck transport
<b>Type</b>	Break, pushing, chipping, burst, scarring
<b>Claims - Code: Place of loss</b>	03   Bumper / Cover / Ext., Front
<b>Claims - Code: size of claim</b>	3   Over 3" up to and Including 6" Length/ Diameter
<b>Currency</b>	EUR
<b>Date of loss</b>	01.01.2013
<b>Object/damaged</b>	[Empty field]
<b>Cause</b>	Misloading
<b>Country of loss</b>	Germany (0004)
<b>Claims - Code: Type of claim</b>	02   Broken
<b>Claims code</b>	03023
<b>Status of claim</b>	SB_WG

After a successful transmission your claim will look like this.



← WelcomePage | Search result list

Claims number	Type of claim	Cause of claim	Date of loss	Brand of car	Reporting date	VIN - No.
WTRTRAN13000005	Bruch, Eindrücken, Absplittern,...	Verlademangel	01.01.2013	Volkswagen	13.02.2013	1KBW000001

Claims data 1 | Documents

...: Claim registration :...

**Allocated party** [Redacted]

**Date of dispatch** 13.02.2013

**Brand of car** Volkswagen

**Amount loss assessment** 500,00 EUR >> process

**Deductible amount** 0,00 EUR

**Note** [Icon]

**Reference** Invoice Nr. 123456

**Own claim number** WTRTRAN13000005

**VIN - No.** 1KBW000001

**Insured good** [Empty field]

**Object/damaged** [Empty text area]

**Consignee group** New vehicles

**Destination country** Germany (0004)

**Place of loss** Truck transport

**Cause** Misloading

**Type** Break, pushing, chipping, burst, scarring

**Claims - Code: Place of loss** 03 | Bumper / Cover / Ext., Front

**Claims - Code: Type of claim** 02 | Broken

**Claims code** 03023

**Status of claim** SB\_WG

Push the home button for an overview of all submitted claims.

Windows Internet Explorer

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Email | Log off



Claim registration | ClaimsSearch

### Claims Management System

Your current job list

+ Refine job list      re-load job list

Job list claims




	Strukturnoten	Schadenstatus	Sendetag	Schadentag	Meldetag	Währung
		SB_WG	13.02.2013	01.01.2013	13.02.2013	EUR

**Now you can see the damage report in your operation list.**

**A colour code will give you information about the current processing status.**

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# Overview of colour codes

- **Red**  Your claim has not been transmitted to VWV yet. Please add missing information or send it over.
- **Yellow**  Your damage report has been transmitted successfully to VWV and is being processed
- **Green**  Your claim has been examined by VWV. The payment has been authorized.