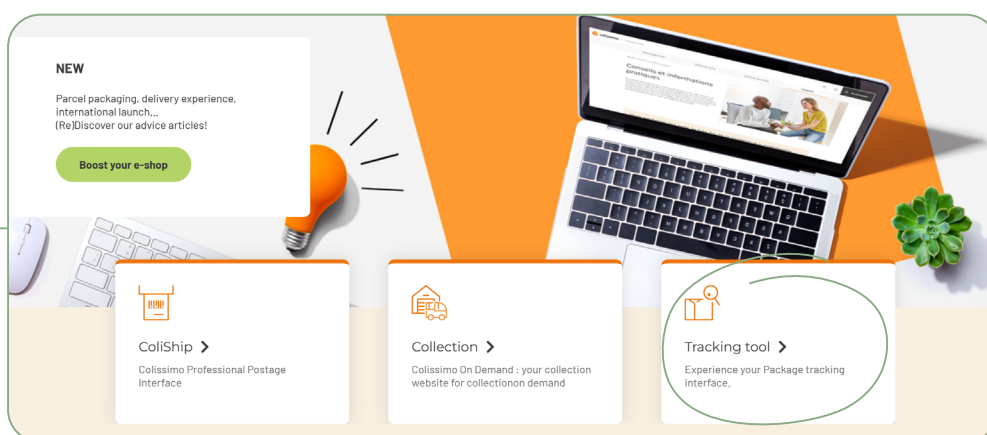


# Where can I view and track my claims and requests sent to Customer Service?



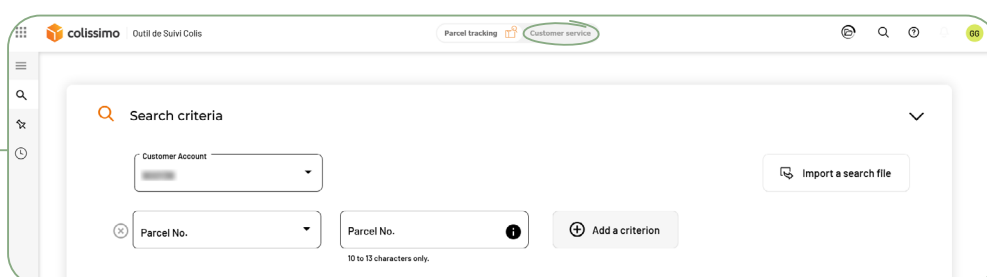
1

Log in to your **Colissimo Box** and click on « **Tracking Tool** »

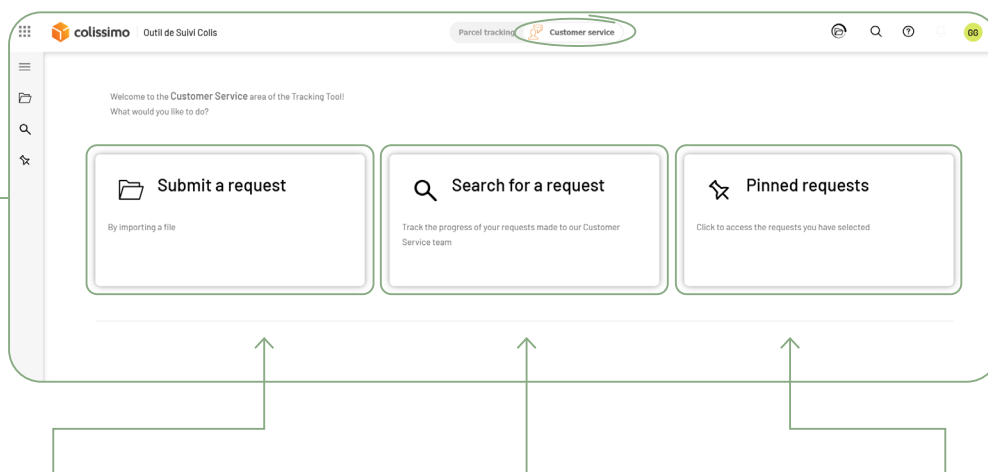


2

Select the « **Customer Service** » tab



3

Then click on « **Search for a request** »

### **Submit a request**

if you wish to make several claims from an excel file with the Colissimo template

### **Search for a request**

if you wish to search for a specific request or several requests already sent to Colissimo Customer Service

### **Pinned requests**

if you want to find certain requests more easily



## TIP



Find the « **Compensation amount** » from the administrator's user account by using the left-to-right navigation bar to make the column visible



## CONTACT US



### IT support and assistance

For all your technical queries:  
integration, labeling and tracking solutions

**0 241 742 088** Free service  
+ price call

Monday to Friday (excluding public holidays) 8am to 6pm



### Customer service

For all your **post-shipment** queries

**0 825 878 888** Service 0.20 € / min  
+ price call

Monday to Friday (excluding public holidays) 8am to 6pm