

# Dealing with claims via OnlineShop

## Simple, quick, transparent and secure – the new claims management from Motorservice

With the online claims management, we have expanded the functionality of our tried and tested OnlineShop for you. All claims can now be recorded, processed and tracked via our new online tool.



The tool is now available for all registered OnlineShop customers. Under "My account" you will find "Claims" as a further menu item.  
**shop.ms-motorservice.com**

## All the advantages at a glance:

### Simple

- Guided claims entry in the OnlineShop.
- Images and additional information can be uploaded directly to the process.
- Sample documents and shipping labels are provided for goods returns.
- Templates for customs procedures are made available in the system.

### Quick

- Queries and parts requests can be sent online.
- The processing time for your claim has been optimized.

### Transparent

- All processes at a glance.
- Online tracking of the claims process, any time, any where.
- Automatic e-mail notification if the processing status changes.

### Secure

- Each process is subjected to a plausibility check. Data errors are identified early and avoided.
- The shipping label with barcode ensures that the goods can be assigned quickly to your claim.

+++ Not registered for the OnlineShop yet? +++ Register now: [shop.ms-motorservice.com](http://shop.ms-motorservice.com) +++