



ICED & Signed CMR Procedure for customers

When receiving the vehicles, make sure you follow the **ICED & Signed procedure**:



(I) Identify

The chassis number/registration matches the specified vehicle. **If not, please call TransConnect.**



(C) Check

Check the car for damage. Report damages, dents and scratches. **Take clear photos of any damage and report the damage within 2 working days of receipt.**



(E) Extra's

Are all the listed extras, such as keys, charging cables and documents present? **If not, call TransConnect.**



(D) Document

The CMR is fully and correctly completed. **Indicate the damages on it and refer to any photos.**



Signed

Sign the CMR after you have completed the above steps.

Prevention is better than cure.

Not following the ICED & Signed procedure can lead to unpleasant discussions. Disagreements about damages not filled in on the CMR form are something you want to avoid at all times.

Therefore, always follow the ICED & Signed procedure. **If you do not complete the CMR, we will not be able to process your claim.**

⚠ Always have an employee present when taking delivery of the vehicle.

⚠ Always report any damages **within 2 working days!**

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TransConnect
auto transport platform

Please contact TransConnect if you encounter problems with any of the above steps.