



# NEW : eService - Written Statements after 'sign-in' available!!!

The screenshot shows the Lufthansa Cargo eServices menu. The 'Written Statement' option is highlighted with a yellow box. An arrow points from this box to the 'Written Statement' form on the right.

**Lufthansa Cargo** English Newsroom Process Changes Kontakt Suchen

eServices Netzwerk Produkte Industrien Unternehmen ePortal TestuserFRA

Immer für Sie da: Unsere eServices.

Booking	Tracking	Customer Requests	Feedback & Claims	More Services
→ DGR Booking Request	→ eTracking	→ PoD/LC	→ Feedback	→ My Submissions
→ eBooking Help	→ Airmail Tracking	→ Invoice Discrepancy	→ Preliminary Claims	→ Manage Templates
		→ Temperature Deviation	→ Liability Claims	→ eServices App
		→ <b>Written Statement</b>		→ eFreight
		→ Test Patch ZU		→ eServices Support
				→ Quick drop-off/Quick pick-up

## Written Statement

If your shipment is affected by an irregularity caused by LH Cargo's custody, you can use this form to place your request for a Written Statement. Please be as specific and detailed as possible to speed up the process and provide us with all necessary information and documents.

Submitted requests

### Contact details

Company name	eBooking FRA
Account number	332242903
First name	ePortal
Last name	TestuserFRA
Phone	<input type="text" value="01234567890"/>
Email	peter.geisler@dih.de

### Airwaybill details

Airwaybill number	020 <input type="text"/>
Airport of origin	<input type="text" value="Frankfurt (FRA)"/>
Airport of destination	<input type="text"/>

You have successfully submitted your Written Statement request.

Your form will be stored until 20JUL21. [Click here](#) to manage your submitted requests.

[Back](#)

Success message is transmitted