

## Complaint registration E-Portal

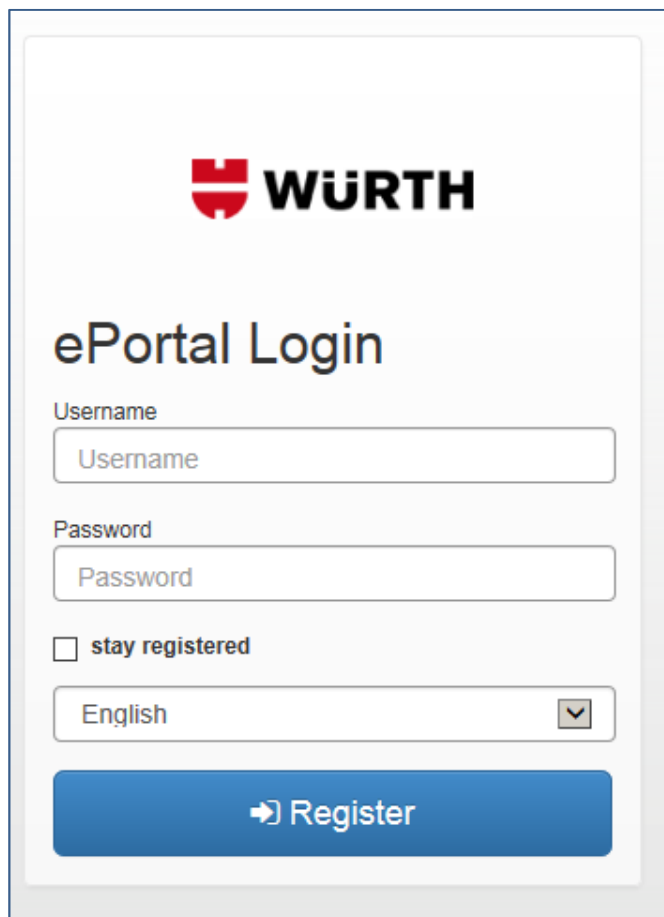
Update: 21.07.2017/ste

Login via following web address. Link:

<https://apps.wurth-international.com/neweportal/login>

Fill in following Parameter:

Username: customer number  
Password: customers who already use the e-portal, the password is known.  
If not, please contact Würth International AG for a new one.  
Language: DE or EN can be chosen

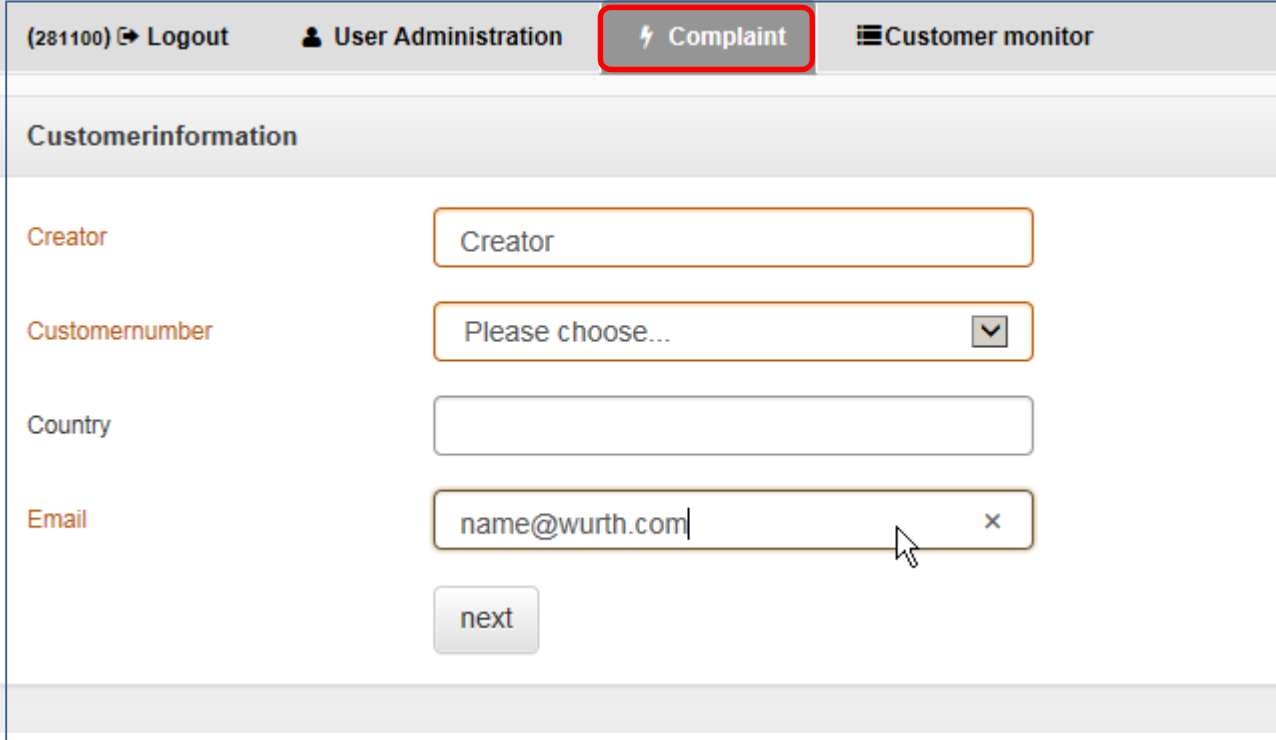


The screenshot shows the 'ePortal Login' interface. At the top is the Würth logo. Below it is the title 'ePortal Login'. There are three input fields: 'Username' with the placeholder text 'Username', 'Password' with the placeholder text 'Password', and a language selection dropdown menu currently set to 'English'. Below the password field is a checkbox labeled 'stay registered'. At the bottom is a blue button with a right-pointing arrow and the text 'Register'.

To optimize the complaint process, we added to the existing e-portal the menu "Complaint".

Start complaint registration

Creator : filled out automatically (User panel)  
Customer number: if multiple customer numbers, please select  
Company name: filled out automatically  
Country: country code  
Email: filled out automatically



The screenshot shows the top navigation bar with the following items: "(281100) Logout", "User Administration", "Complaint" (highlighted with a red box), and "Customer monitor". Below the navigation bar is a section titled "Customerinformation" containing the following form fields:

- Creator**: A text input field containing the text "Creator".
- Customernumber**: A dropdown menu with the text "Please choose..." and a downward arrow icon.
- Country**: An empty text input field.
- Email**: A text input field containing the text "name@wurth.com" and a close button (X) on the right.

Below the form fields is a "next" button.

If all boxes are completed, please press the button „next“ to continue.

A summary of complaint reasons appears, only one selection is possible.

### Complaint Reason

|                  |                                  |
|------------------|----------------------------------|
| Product Quality  | <input checked="" type="radio"/> |
| Quantity         | <input type="radio"/>            |
| Packing/Label    | <input type="radio"/>            |
| Price            | <input type="radio"/>            |
| Wrong Article    | <input type="radio"/>            |
| Transport damage | <input type="radio"/>            |
| Other            | <input type="radio"/>            |

next

Continue with the button „next“.

The current example is a complaint of a price difference.

Please fill out EITHER the Customer Ordernumber OR the invoice number, click on "lens" to get Pop-Up to select claimed item.

### Article-List & Details

Customer Ordernumber

Invoicenummer

Articlenumber

Now a list with the articles invoiced opens.

| Articlenumber   | Articlename                      |
|-----------------|----------------------------------|
| 050212 90 300   | CBLBND-PLA-PLATNG-NATURE-3,6X140 |
| 0502121 90 300  | CBLBND-PLA-PLATNG-BLACK-3,6X140  |
| 050215 90 100   | CBLBND-PLA-PLATNG-NATURE-4,8X280 |
| 0502161 90 300  | CBLBND-PLA-PLATNG-BLACK-4,8X360  |
| 050223 90 100   | CBLBND-PLA-METTNG-NATURE-4,5X186 |
| 05022410 90 100 | CBLBND-PLA-METTNG-BLACK-4,5X360  |
| 0502648 5 50    | SADHSKTBRD-CBLTAPE-B4,8MM        |

By using the search function you can find the article faster and easier.  
Choose complaint article.

Example:

**Article-List & Details**

Customer Ordernumber  Q

Invoicenumber  Q

Articlenumber

**NOTE:** Per complaint and per order/invoice you can only selected **ONE** article. If multiple items are affected, please write them down in the description field later. (Inspection characteristic)

Please fill out further boxes on the right and confirm with button „next“.

**Article-List & Details**

Customer Ordernumber  Q

Invoicenumber  Q

Articlenumber

Batchnumber

Quantity

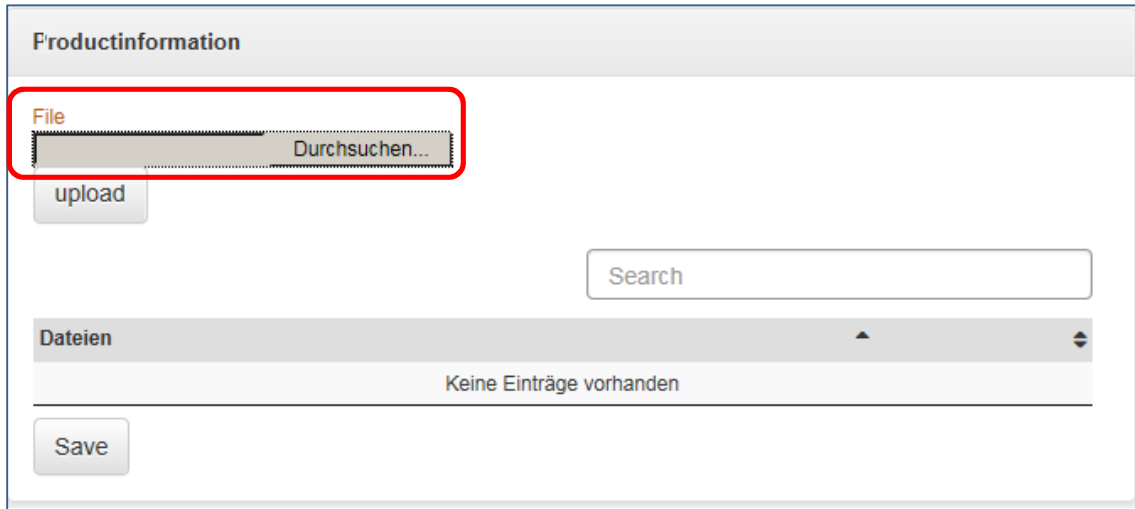
Claimed quantity

Delivery note

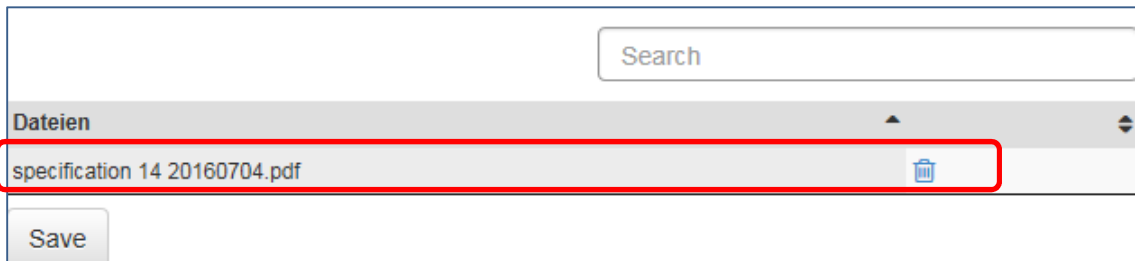
Your reference (customer)

Inspection characteristic

In addition you can upload files like XLS, XLSX, DOC, DOCX, JPG and PDF. Search "Durchsuchen" for the file and confirm with the button „upload“.



After uploading the files, they can be displayed or be deleted again. Multiple files can be uploaded.




Click on Attachment = display function

 = delete function

Complete the process with the button „Save“.

The complaint is now successfully registered and the system generates a message number. At the same time your complaint has been placed in the SAP system of Würth International AG and the person in charge will be informed by e-mail. Upon receipt of your complaint, it will be processed as quickly as possible.




WÜRTH INTERNATIONAL - The international platform

(281100) Logout   User Administration   ⚡ Complaint   Customer monitor

**Complaint**

Complaint successfully saved with the number: **00000129110**

[download as PDF](#)



Protokol-Nr.  
Minutes no.    129110

**Reklamationsprotokoll**  
**Minutes of complaint**  
**Würth International AG**

|   |   |   |
|---|---|---|
| <input type="checkbox"/> Wareneingangsreklamation<br>Incoming goods complaint | <input checked="" type="checkbox"/> Kundenreklamation<br>Customer complaint | <input type="checkbox"/> Lagerware<br>Stock goods |
|---|---|---|

|  |                                  |  |            |
|--|----------------------------------|--|------------|
| Kunde/Land<br>Customer/Country               |                                  | Kundennummer<br>Customer no.                     | 281100     |
| Erstellename<br>Creator name                 | Melanie                          | Datum / Date:                                    | 21.07.2016 |
| Artikelbezeichnung<br>Description of Article | CBLBND-PLA-PLATNG-NATURE-3,6X140 |  |            |
| Artikelnummer<br>Article No.                 | 050212 90 300                    | Chargennummer<br>Batch No.                       |            |
| Menge<br>Quantity                            |                                  | Reklamierte Menge<br>Claimed quantity            | 500        |
| Kundenbestellnummer<br>Customer Orderm.      |                                  | Rechnungsnummer<br>Invoice No.                   | 15004567   |
| Lieferscheinnummer<br>Delivery Note No.      |                                  | Ihre Referenz, Kunde<br>Your reference, customer |            |

Reklamationsgrund / Reason of complaint:

|   |   |  |  |  |
|---|---|--|--|--|
| <input type="checkbox"/> Produktqualität<br>Product Quality   | <input type="checkbox"/> Menge<br>Quantity                                    | <input type="checkbox"/> Verpackung/Etikett<br>Packing/Label | <input checked="" type="checkbox"/> Preis<br>Price | <input type="checkbox"/> Falscher Artikel<br>Wrong article |
| <input type="checkbox"/> Transportschaden<br>Transport damage | <input type="checkbox"/> Falsche Versanddokumente<br>Wrong Shipping documents |  | <input type="checkbox"/> Andere<br>Others          |  |

Beschreibung / Description\*:  
 Prüfmerkmal (was wurde geprüft? / Soll- / Ist-Wert)  
 Inspection characteristic (what has been checked?)

|  |                                      |
|--|--------------------------------------|
| Anzahl geprüftes Stück<br>Quantity checked | Anzahl fehlerhaft<br>Quantity defect |
|--|--------------------------------------|

Zusatzinformationen / Erklärungen:  
 Additional information / Explanations:

\* ohne Beschreibung keine Bearbeitung möglich / Without description no processing possible

Anlagen / Enclosures:  Datentypen / filetypes (DOC, XLS, JPG, PDF)

At any time your complaint is visible in the order monitor and can be downloaded as a PDF file. Simply enter complaint number and search.

**Customer monitor**

Customer \*  ▼

Your order number  to

Order number International  to

Transport number  to

Reference number  to

Article number   to

Invoice International  to

**Complaint number**  to

Reference number customer  to

Desired delivery date  to

Maximum entries  ▼

Normal (open and arrears)  
 Including completed  
 Arrears (on order date)

The complaint will be displayed when selecting Complaint Number, by clicking on the Number all attachment will be showed:

Hide table settings

|   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Order Status          | <input checked="" type="checkbox"/> Article number     | <input type="checkbox"/> Order type              | <input type="checkbox"/> Purchase order Würth        |
| <input checked="" type="checkbox"/> Customer order number | <input checked="" type="checkbox"/> Ordered quantity   | <input type="checkbox"/> Reference number        | <input type="checkbox"/> Supplier name               |
| <input checked="" type="checkbox"/> Transport number      | <input checked="" type="checkbox"/> Delivered quantity | <input type="checkbox"/> Invoice number          | <input checked="" type="checkbox"/> Complaint number |
| <input type="checkbox"/> Customer number                  | <input checked="" type="checkbox"/> Delivery date      | <input checked="" type="checkbox"/> Invoice date | <input checked="" type="checkbox"/> Complaint status |

| Order Status | Customer order number | Transport number | Article number | Ordered quantity | Delivered quantity | Delivery date | Invoice date | Complaint number | Complaint status |
|--------------|-----------------------|------------------|----------------|------------------|--------------------|---------------|--------------|------------------|------------------|
| ■            | 83939826              |                  | 050212 90 300  | 19800            | 0                  | 16.05.2016    | 08.04.2016   | 129110           | Claim opened     |