USER GUIDE
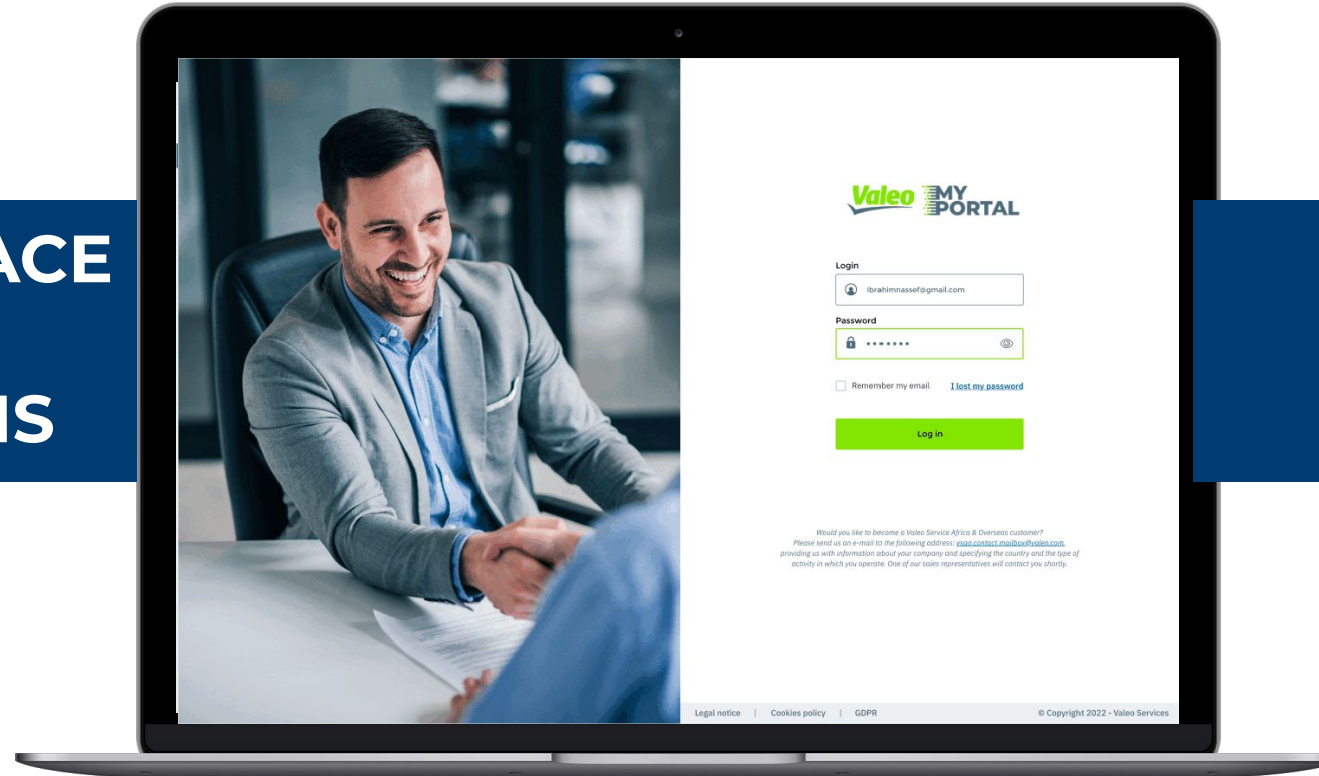
MY VALEO PORTAL
USER FRIENDLY EXTRANET FOR DISTRIBUTORS

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

MVP MODULES

Valeo MY PORTAL

Click an element on the screen to be redirected to an explanation of the module

Panel

Stock availability check per P/N

Products & prices
- Product catalog
- Price list

Order, delivery & invoices
- Go to order
  - Quotation entry (2 methodes)
  - Std. Order entry (3 methodes)
  - Expr. Order entry
- Order quotation history
  - Quotation details
- Order history
  - Order details
  - Product information
- Order portfolio
- Delivery history
  - Delivery details
- Invoices

Admin settings
- View all users
- Change administrator
- Action log

Sales development opportunities
- Promotion
- Range gap
- New to range
- Price repositioning
- Information

Claims, request & warranty
- Open a claim (2-5 steps)
- Claims History
  - Claim details
- Register a request
- Requests history
  - Request details
- Warranty claims history
  - Open a warranty claim

My profile
- My information
- My Valeo contacts
- My Ship-to addresses

- Newsroom
- FAQ
- Technical Trainings
- Contact us

My Valeo Portal base functionalities

The base functionalities of the portal cover the following topics:

The enrolment process:
> If you are getting started and want to know how to invite customers on the portal, head here. This is a complete description of the enrolment process in VC4U. It it a standalone file separated from this guide.

The panel screen:
> Landing page where all user start their My Valeo Portal experience

My profile page:
> The profile page where a user can consult their profile information, see which their Valeo contacts profile & see the list of Ship-to addresses linked to their Sold-to

The Stock availability check per P/N tool:
> A quick an easy tool to verify the availability of a specific P/N

The Product catalog:
> The Tech@assist experience integrated into My Valeo Portal!

The Admin Panel:
> The customer administrator screen where Customers can self-manage their authorizations to the different modules of the portal

Panel

Panel is the first screen which customer see after login to the My Valeo Portal. The Panel content may vary depending on the customer authorisations.

Functionalities:

1. **Dynamic menus** (Available menu will change depending on the customer authorizations)
2. **Sold-To menu** displaying the name of 1 or many sold-to accounts to which the user is linked in the Valeo Contact Database in Salesforce. Most customer will only be linked to one Account in VC4U.
3. **My profile access**
4. **Exit button** leading to log-out pop-in
5. **Snapshots of categories** with transactional features like Order History, Outstanding Orders, Delivery History & Invoices, which are displayed based on user authorisation rights.
6. **Sales Development Opportunities Carousel** showing new Customer Campaigns created for customer by Trade Marketers in VC4U. If there are no new campaigns the information is displayed 'No new campaigns' with possibility to request a campaign.
7. **Latest news snapshot** showing the last news published by division
8. **Footer** with links to: Administrator settings, Newsroom, Technical Trainings, FAQ section & Contact us pop-in.
9. **Footer level 2** with links to General Terms of Use, Cookies policy & Privacy policy

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Welcome to My Valeo Portal, christophe

Order history

See all orders

Order status	Customer PO number	Valeo order number	Order date	Order type	Total order quantity	Total shipped quantity	Total remaining quantity	Total order value EU
Pending	testt 28/09	113910967	28/09/2023	Standard order	2	1	1	78,27
Pending	hghfg	113910912	26/09/2023	Standard order	1	0	1	56,17
Pending	615	113910903	25/09/2023	Standard order	3980	0	3980	0,00

Outstanding orders

See Order Portfolio

Total amount of backorders:	Total amount of future orders:	Total amount remaining to deliver:
214 267,83 €	38 099,37 €	252 367,20 €

Delivery history

See all deliveries

Delivery note	Customer PO number	Valeo order number	Shipping document	Packing list	Shipment date (PGI date)	Estimated arrival date	Invoices	Actions
25001928	testt 28/09	113910967		25001928	28/09/2023	28/09/2023	970074542	See details
25000421	test CSCP 3108	113910121		25000421	31/08/2023	31/08/2023	970074509	See details
33587716	TEST ship doc+inv	113900127	KHA02682	33587716	05/07/2023	05/07/2023	450633	See details

Invoices

see all invoices

Type	Document number	Value	Currency	Generated date	Due date	Payment status
Invoice	0970074542	56,17	EUR	28/09/2023	01/01/2024	Overdue
Invoice	0970074509	56,17	EUR	31/08/2023	01/12/2023	Overdue

See all opportunities

From: 01-09-2023 To: 30-09-2023

★ New   PROMOTION

BOP_ITA_VWS_Promo continuativa_Gen Feb 23

🌧 WIPERS

See more information

What's new

See all news

Canopy   PROMOTION

21.07.2023

Valeo launches Connopy

Valeo is launching Valeo Canopy™, the first wiper blade designed to reduce CO2 emissions by 61% compared to a Valeo wiper blade representative of the majority of wiper blades commercialized in the European market(*)
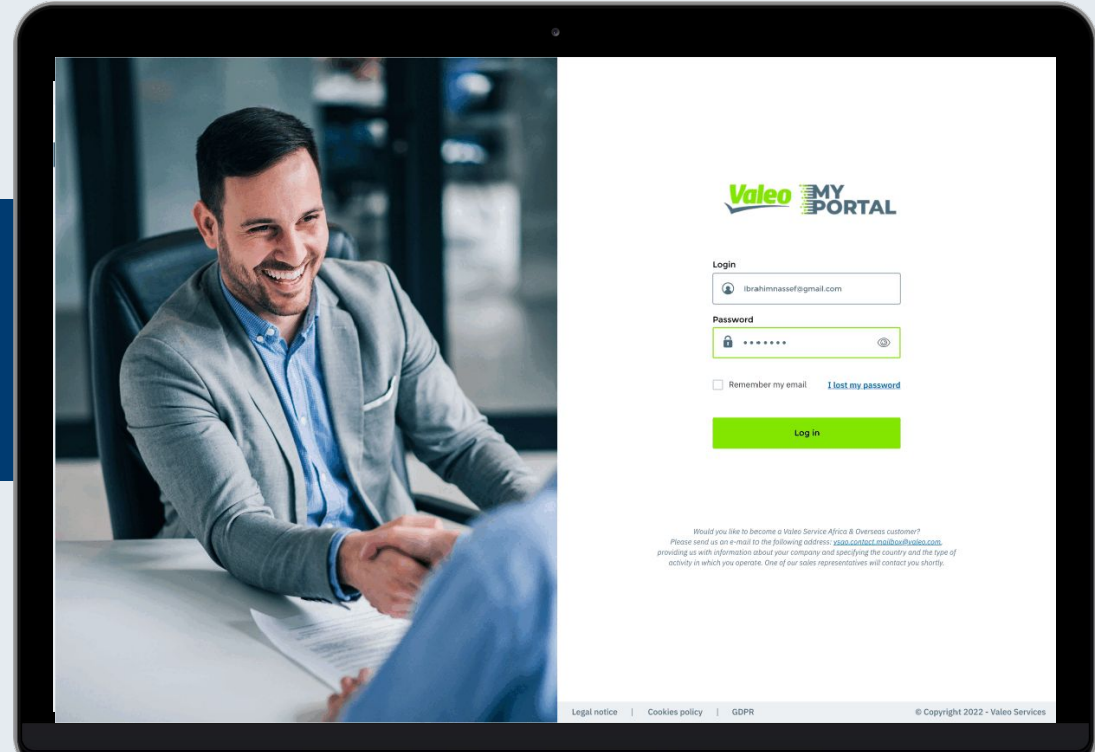
Read more

Products & Prices
Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

Product Catalog

Product Catalog match very closely the TechAssist part finder experience with the country choice and reference input.
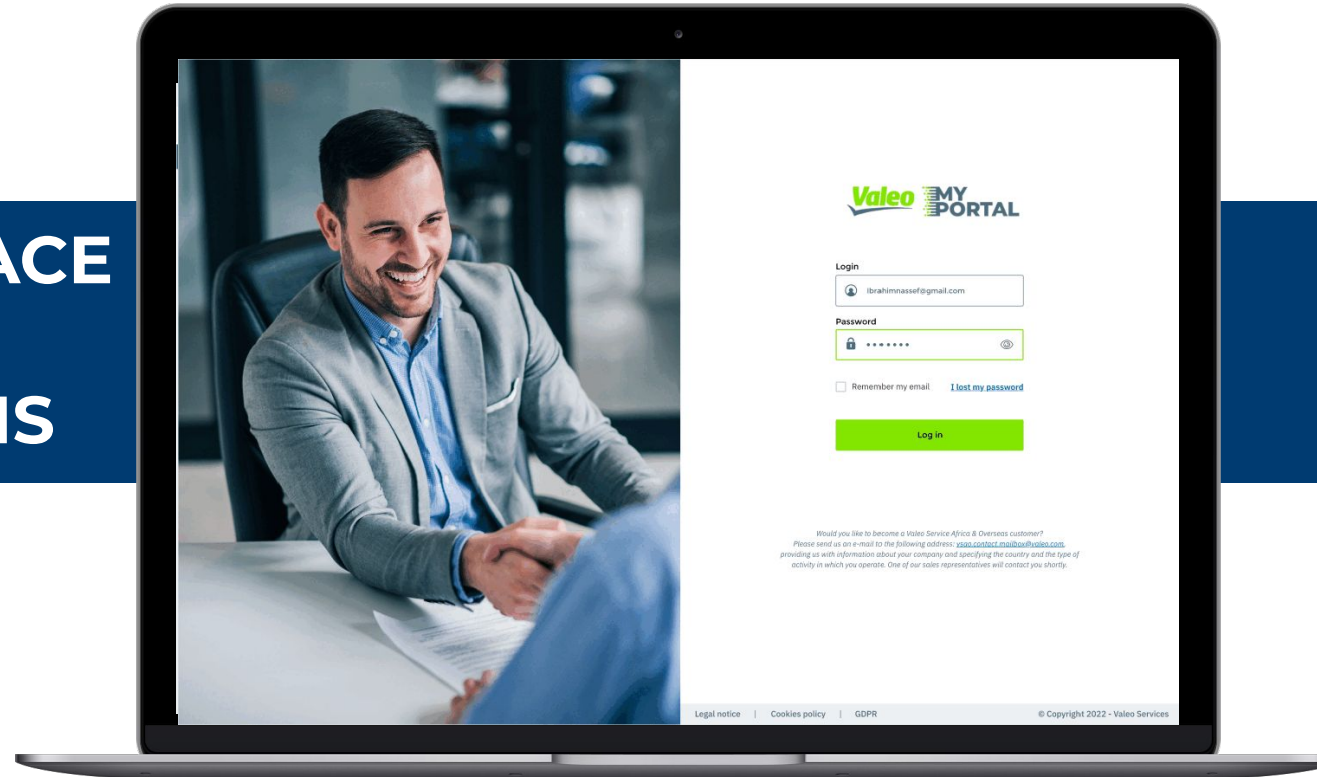
1. **Select country** and enter OE number, IAM number, Valeo P/N or Valeo Short Code. Click **Search** to **display product details**
2. Click '**More details**' to see additional Product information.
3. Select **tabs** to consult a list of **OE Numbers** and **linked vehicles**.

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7
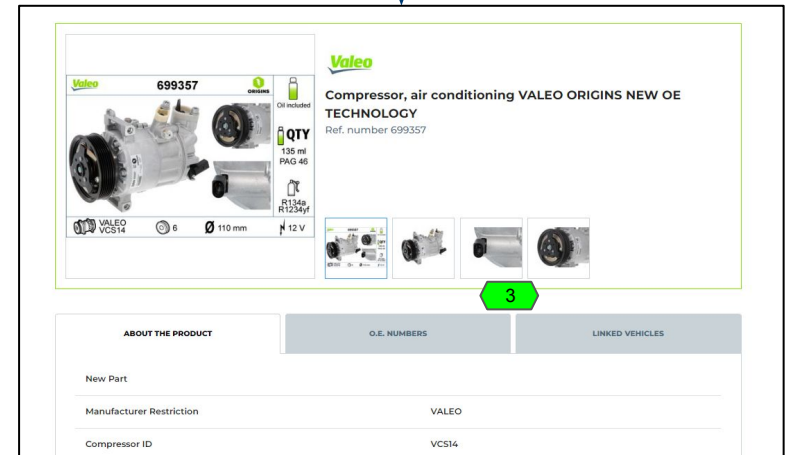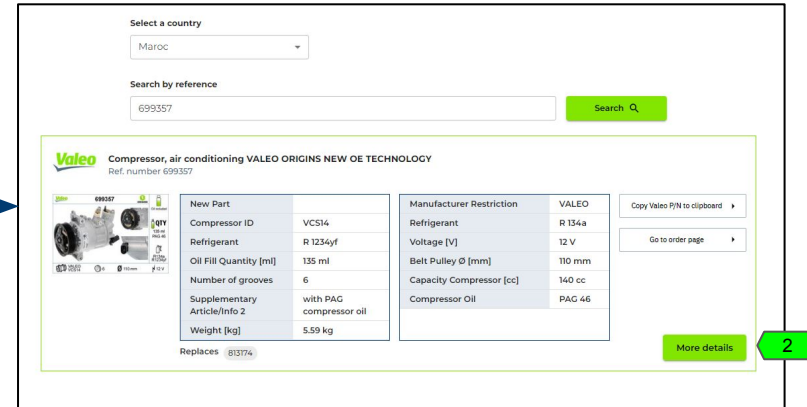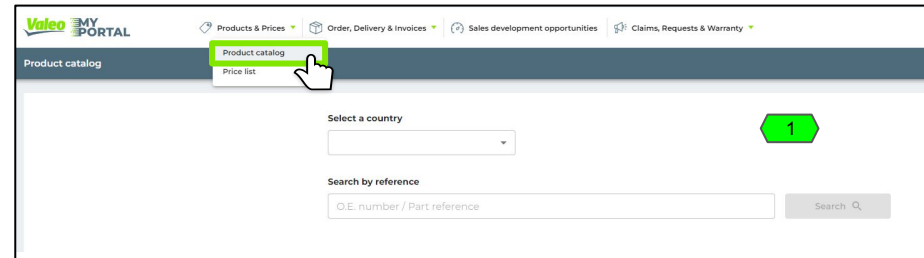
Orders

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

Go to order page

1. Choose **order type**
2. Select the **entry mode**

Order, Delivery & Invoices ▼

Go to order page

Order quotation history

Order history

Order portfolio

Delivery history

Invoices
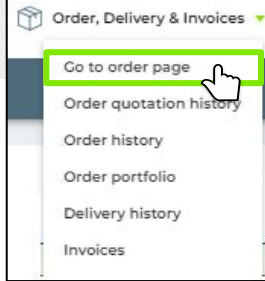
Choose the type of order 1

Order quotation ▶

Standard order ▶

Express order ▶

Select the entry mode 2

Standard order - Order by part number ▶

Standard order - Simple mass-upload ▶

Standard order - Complete mass-upload ▶

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The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

Choose type of order 'Standard order' and select the entry mode 'Complete mass-upload'. This allows several orders to be entered at the same time. /!\ Get familiar with the **mass-upload template tips**.

1. The filters with **Warning** & **Blocking** messages are individual per customer PO number
2. **Each individual PO is displayed in a different screen and can be accessed through the menu on the right** (see next page)
3. The **P/N table actions** allows to edit or cancel each P/N
4. The Customer PO number can be changed individually and **can be merged** if necessary
5. The '**Place order'/'Update order'** button **is independant for each PO. Each PO will be validated one by one until the last one.**

2.Standard Order > Order simulation (entry by complete mass-upload)

1. The '**Place order'/'Update order'** button **is independant for each customer PO.**
2. **Each PO will be validated one by one until the last one.** When validating a PO which is not the last one in a Complete mass-upload, a specific confirmation pop-in is displayed
3. The validated PO is created immediately & disappears from the list and will be available on the portal Order History screen
4. When validating the last PO, the standard confirmation pop-in is displayed and order acknowledgment emails are sent to customer (see the note).

Order acknowledgment email:
For each Customer PO, a separate email will be received by the customer. Each email will be the standard order acknowledgement.

The data presented in this document is for illustrative purposes only
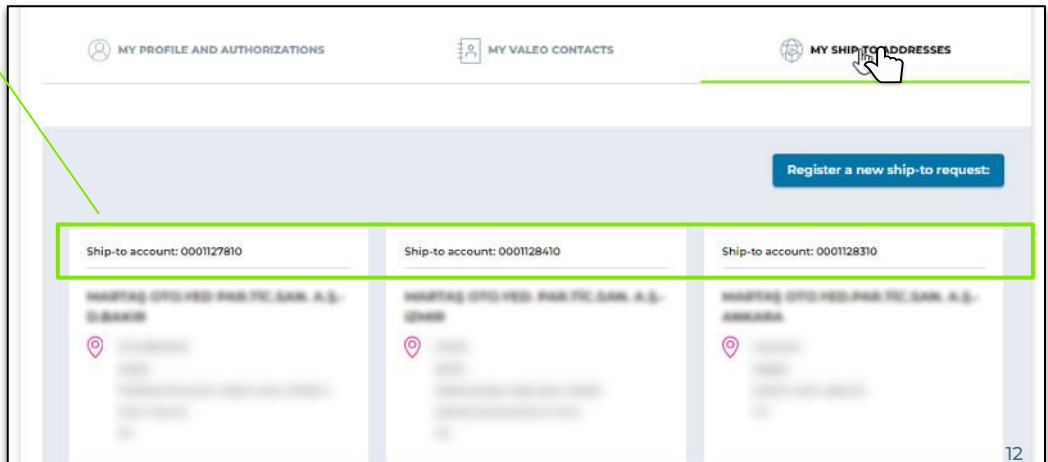
Mass-upload file templates - tips

During a mass-upload, the following step-by-step is offered to the customer
To use a template:
- click on the template file icon to download the file
- save the file onto your computer / network
- enter the order details into the file then save as .xls or .xlsx file
- click on the upload button
- Make sure to keep the **format of the template in plain text (Format -> Number -> Plain text)** in order to keep the leading zeros. The leading zeros are necessary for your Ship-to number to be recognized by the system. If you have a doubt over your Ship-to account numbers, you can consult them in the My Profile > My Ship-to addresses section. The date format should also be respected.

Simple mass-upload template

	A	B	C
1	Valeo P/N	Customer P/N	Quantity
2	699357		1
3		VAL699357	1
4			

Complete mass-upload template

	A	B	C	D	E	F
1	Ship-to account number	Customer PO number	Valeo P/N	Customer P/N	Quantity	Requested delivery date [DD.MM.YYYY]
2	0001127810	EK274	699357		1	01-12-2023
3	0001128410	EK276		VAL699357	1	15-01-2024
4						

Leading zeros & Date format:
It is crucial to add the leading zeros in the mass-upload file in the ship-to number so that the ship-to number can be recognized by the system.

MY PROFILE AND AUTHORIZATIONS   MY VALEO CONTACTS   MY SHIP-TO ADDRESSES

Register a new ship-to request:

Ship-to account: 0001127810

Ship-to account: 0001128410

Ship-to account: 0001128310

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The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

2.Express Order > Availability confirmation

1. When using '**Proceed with order'** button, an additional **Availability confirmation check** is done to verify that between the moment the user has added the item to his cart and the moment he decides to order, the availability has not changed.
2. If Availability has changed, the user is prompted to adjust his order (order available quantity or cancel the order line) to be able to click on '**Proceed with order'**
3. If Availability has not changed (or has been adjusted), the user will be redirected directly to the **Confirm order page** and he has to **input his own Customer PO number** in order to Place order
4. Alternatively, the user can go back and click **'Edit my express order'** while keeping his selection in memory.

2.Express Order > Start express order placing

1. **Choose type of order 'Express order'** in the 'Go to order' screen to start the express order placing
2. The **Ship-to address** must be chosen to proceed
3. After the Ship-to selection, **the P/N entry is immediately available** and the screen remains empty until a P/N has been entered
4. Whenever a '**Check for availability**' is done, a P/N status window appears with multiple actions depending on the status of the P/N
5. **P/N status window** displays various information and actions depending of the product status. See examples here.
6. The **product information** icon redirects to Product information pop-in.
7. The **'Cancel'** button cancels the P/N.
8. For P/Ns with MOQ, the '**Order button'** automatically becomes **'Order minimum quantity'**.
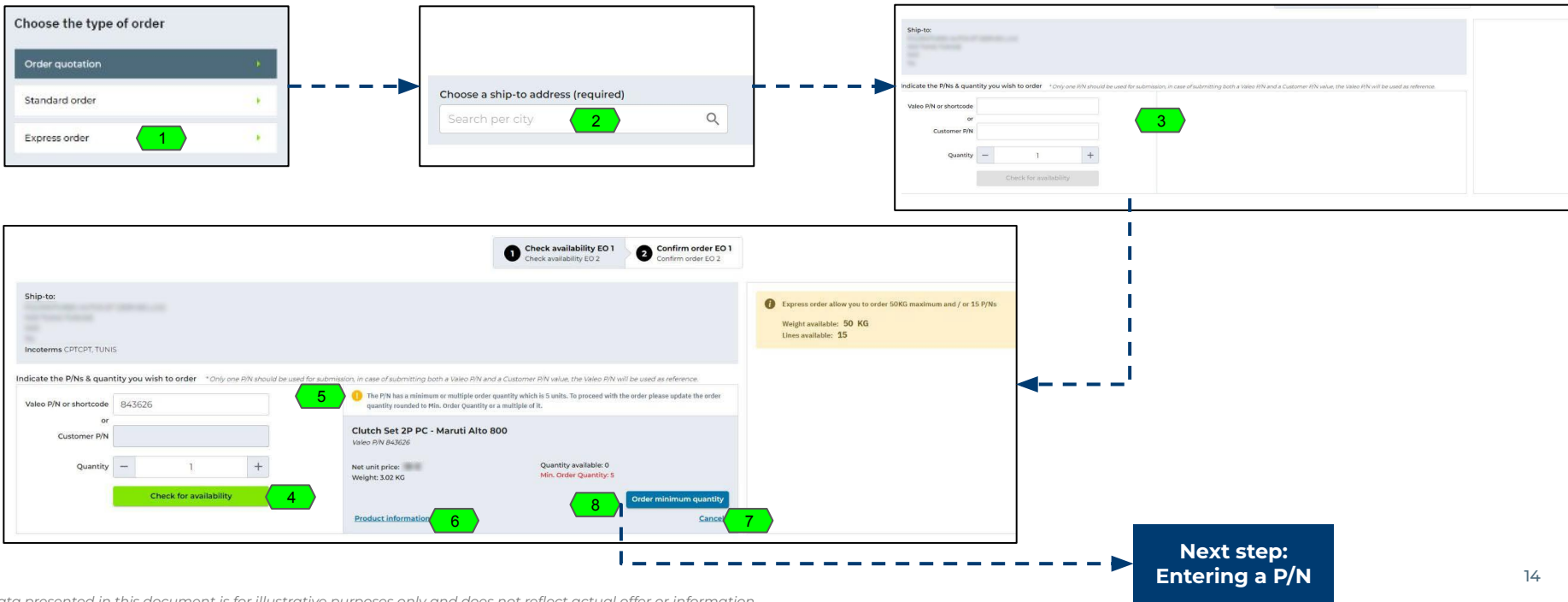
The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

2.Express Order > Entering a P/N

1. If a P/N can be ordered and is added to the order, it is displayed below in a **P/N table**
2. The P/N table **actions** (filters with warning & blocking massages, product info pop-in, cancel P/N) are the same as in the Standard order
3. Whenever a P/N is added to the order, the P/N status window resets and awaits the next input
4. The **express order Weight available** and **Lines available** limits are displayed. The customer cannot place an order that has exceeded the limits.
5. Using **'Cancel the enquiry'** will display the Express order lost sales pop-in with a request to share the reason for order cancelation.

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2.Express Order > P/N entries examples

⚠ The P/N has a minimum or multiple order quantity which is 5 units. To proceed with the order please update the order quantity rounded to Min. Order Quantity or a multiple of it.

Clutch Set 2P PC - Maruti Alto 800
Valeo P/N 843626

Net unit price: ▓▓
Weight: 3.02 KG

Quantity available: 0
Min. Order Quantity: 5

[Order minimum quantity]

Product information   **Cancel**

P/N with MOQ

Indicate the P/Ns & quantity you wish to order   *Only one P/N should be used for submission, in case of submitting both a Valeo P/N and a Customer P/N value, the Valeo P/N will be used as reference.*

Valeo P/N or shortcode: 245142

or

Customer P/N:

Quantity: − 1 +

[Check for availability]

❌ Product is not available at the moment

PENCIL COIL VAG A3 A4 - OCTAVIA SUPERB
Valeo P/N 245142

Net unit price: ▓▓▓
Weight: 0.164 KG

Quantity available: 1
Min. Order Quantity: 1

Product information   **Cancel**

P/N not available at the moment

Indicate the P/Ns & quantity you wish to order   *Only one P/N should be used for submission, in case of submitting both a Valeo P/N and a Customer P/N value, the Valeo P/N will be used as reference.*

Valeo P/N or shortcode: 841748

or

Customer P/N:

Quantity: − 6 +

[Check for availability]

❌ Product is too heavy for express delivery. Please create a standard order for this P/N.

Clutch Disc - FAW Jiefang J6 430mm Dia
Valeo P/N 841748

Net unit price: ▓▓▓▓
Weight: 57 KG

Quantity available: 0
Min. Order Quantity: 1

[Create a standard order]

Product information   **Cancel**

P/N to heavy for express order

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

2.Express Order > Placing order

1. After using **'Place order'** button, a second availability confirmation check is done to verify that between the moment the user has added the item to his order and the moment he decides to order, the availability has not changed
2. If Availability has changed, the user is prompted to adjust the quantity to be able to finalize the order
3. If Availability has not changed, the user will see the **Order confirmation pop-in** right away with the same functions as the other order confirmation pop-ins.

Add your own Customer PO number: (Required)
(Required)

CHRISTMAS2023

Change PO number

Ship-to:

Incoterms

Valeo P/N / Short code	Customer P/N	Description	Net unit price €	Weight (KG)	Quantity	Total net price €
843626		Clutch Set MSIL Alto 800(P)		14,1	5	

1–1 of 1 items   1 ▾ of 1 page |< < > >|

Total quantity	5
Total weight (KG)	14,10
Total net value €	
Order discount €	
Transport cost €	
VAT €	
Total value €	

Edit my express order

1   **Place order**

Availability confirmation
We have check again the availability of the product you want to order

Valeo P/N	Customer P/N	Description	Net unit price (€)	Weight (kg)	Requested quantity	Total net price (€)	Available quantity	Availability	Action
699357		Compressor new		5,59	5		5	✓ The request quantity is available	
837397		CLUTCH MODULE (DMF + CLUTCH SET) HEC		18,37	3		2	✓ The request quantity is available	

2

◂ Back to cart

Order

Thank you for your order!
Your order number is: {{valeoOrderNumber}}
You will receive confirmation by email shortly.

3

Your order number is: 0113916700

You will receive confirmation by email shortly.

Automatic redirection to order history will be within 10 seconds:

8

Place another express order

Go to order history

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The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

2.Product information

1. **P/N product information**
2. **Sales status**

Order details

‹ back to order history

Valeo order number **113918803**
Customer PO number **452424**
Order type:
Order date: 28/1

Filters

Customer P/N

Valeo P/N

Clear filters | Filter

Amount remaini
to deliver €

1–1 of 1 items

Download the filtered order information

redit note | Cancellation reason | Product information

1 ▾ of 1 page | I< < > >I

1 ⓘ

Product information

Valeo P/N	632200		Base unit of measure	PC
Valeo short code			Volume	4.862
Description	Kit beep&park N°1 Step2 (4 sensors)		Volume unit of measure	CDM
			Minimum order quantity	1
Customer P/N			Minimum shipping value	1
Commodity code	85123090		Pallet quantity	128
Country of origin	CN		Replaced by	
			Product line	Post Equipment
			Core brand	
			EAN/UPC	3276426322003

2 ✓ Active & stocked

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2.Order history

1) **Go to main menu 'Order, Delivery & Invoices' and select 'Order History'** or
2) **Click 'See all orders" in the 'Order History' snapshot on the Panel screen.**
The snapshot displays last 3 orders only.

1) **Go to main menu 'Order, Delivery & Invoices' and select 'Order History'** or
2) **Click 'See all orders" in the 'Order History' snapshot on the Panel screen.**
The snapshot displays last 3 orders only.

1. **'Download the filtered order history'** allows to download the table with all columns and with the filter selection applied. Restricted to 1000 lines maximum (for now)
2. **Actions** column: Looking glass icones redirect to the **Order details** of the row. The Order portfolio icons redirect to the **Order portfolio** screen while filtering on the Valeo order number of the row for which the icon was used.
3. **Last information update** indicator displays the time spent on a particular screen

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The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

2.Order details

Order history

Refresh information on screen
Last information update: **0h 0min 8s ago**

Register a request | Download the filtered order history

Filters

Customer PO number

	↑ Order date	↑ Order type	↑ Total order quantity	↑ Total shipped quantity	↑ Total remaining quantity	↑ Total order value EUR	↑ Total shipped value EUR	↑ Total remaining value EUR	Actions
	27/10/2023	Standard order direct delivery	10	0	10		0,00		
	26/10/2023	Standard order	5	0	5		0,00		

1. **Order information**
2. **'Download the filtered order information'** allows to download the table with all columns and with the filter selection applied. Restricted to 1000 lines maximum (for now)
3. **Product information pop-in**

◀ **Back to order history**

Valeo Order : **112012062**
Customer PO : **112012062**
Order type :
Order date : 22/03/2023

Download the filtered order information

Filters

Customer P/N

Valeo P/N

remaining ...ery	↑ Amount remaining to deliver (€)	↑ Most recent shipping date	Delivery note	Invoice	Shipping document	Credit note	↑ Cancellation reason	Product information
	0,00	Invalid date					Z5	ℹ

Clear filters | Filter

1–1 of 1 items | 1 ▾ of 1 pages | |< < > >|

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2.Order portfolio

To display the list of outstanding orders (CBO pending to be delivered)
1) Go to main menu 'Order, Delivery & Invoices"' and select 'Order Portfolio' or
2) Click 'See Order portfolio" in the 'Outstanding orders' snapshot on the Panel screen

1. **Outstanding orders summary**
2. **'Download the filtered order portfolio'** allows to download the table with all columns and with the filter selection applied. Restricted to 1000 lines maximum (for now)

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Deliveries
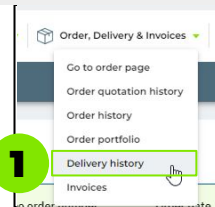## Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

2.Delivery history

1. **'Download the selected delivery note'** (select in the first column the lines for which you want to download the delivery note an click the button). Restricted to 1000 lines maximum (for now)
2. **'Download the filtered delivery notes'** (download the table with all columns and with the filter selection applied)
3. Actions column: Looking glass redirect to the **Delivery details** of the row
4. **Indication** that all the delivery listed in the table have been completed
5. Redirection to **Material Safety Data Base** "MSDS" - link to Valeo main website
6. Documents which are available as PDF can be downloaded
7. '**Open a claim**' button redirects to open a claim screen

Order, Delivery & Invoices ▾

- Go to order page
- Order quotation history
- Order history
- Order portfolio
- **Delivery history**
- Invoices

1

Delivery history

4

✓ All deliveries listed here have been "completed"

MSDS - Material Safety Data Sheet **5**

* Multiple numbers: all documents can be found in Delivery details

7 Open a claim ▸   **1** 🅿 Download the selected delivery notes   **2** 📊 Download the filtered delivery notes

Filters

Customer PO number

Valeo order number

Part number
These deliveries contain the filtered PN

Delivery note number

Shipping document number

Invoice number

Shipment date
dd/mm/yyyy ~ dd/mm/yyyy 📅

Estimated arrival date
dd/mm/yyyy ~ dd/mm/yyyy 📅

Clear filters | Filter

...stomer ...number	Valeo order number	Packing list	Shipping document	Shipment date (PGI date)	Estimated arrival date	Invoices	Quantity of parcels	Ship-to account	Ship-to city	Actions
E PRICE 0122	112006509	30015516		18/01/2023	19/01/2023		0	15963502	LESQUIN **	🔍 **3**
st ta 012023 '	112011202	30015617		23/01/2023	24/01/2023		0	15963502	LESQUIN **	🔍
st ISCP 02-1	112011400	30015816		01/01/2023	02/01/2023	93001125	0	15963502	LESQUIN **	🔍
nning for mo 1	112011500	30015916		13/02/2023	Invalid date		0	40113102	LESQUIN **	🔍
2011617	112011617	30016017		20/02/2023	21/02/2023		0	15963502	LESQUIN **	🔍
st 0103	112011750	30016116		01/03/2023	02/03/2023		0	15963502	LESQUIN **	🔍
st LOP #204	112011752	30016118		01/03/2023	Invalid date		0	40148102	LESQUIN **	🔍
st - OPP 0203	112011769	⬇ 30016122 **6**		02/03/2023	03/03/2023		0	15963502	LESQUIN **	🔍

1 – 8 of 8 items

1 ▾ of 1 pages |< < > >|

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The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

2.Delivery details

Delivery history

Filters

Customer PO number

Valeo order number

Part number
These deliveries contain the filtered P/N

Delivery note number

✓ All deliveries listed here have been "completed"

MSDS - Material Safety Data Sheet

*Multiple numbers: all documents can be found in Delivery details

| Open a claim ▸ | ⬇ Download the selected delivery notes | 🅧 Downloaded the filtered delivery history |

o order ber	Packing list	Shipping document	Shipment date (PGI date)	Estimated arrival date	Invoices	Quantity of parcels	Ship-to account	Ship-to city	Actions
010121	25000421		31/08/2023	31/08/2023	⬇ 970074509	0	139603503		🔍
010967	⬇ 25001928		28/09/2023	28/09/2023	⬇ 970074542	0	139603503		🔍

---

1) **Download delivery details** (Download the table with all columns and with the filter selection applied). Restricted to 1000 lines maximum (for now)
2) **Product information** icone redirects to Product information pop-in
3) **Delivery Information**

Delivery details

◂ Back to delivery history

2

| Open a claim ▸ | 🅧 Download the delivery details |

Delivery note	30015516
Shipping document	
Ship-to account	15963502
Ship-to city	LESQUIN **
Volume	0.014
Total weight	6.000 KG
Quantity of parcels	0

↑ Valeo P/N	↑ Description	↑ Customer P/N	↑ Order quantity	↑ Customer PO number	↑ Valeo order number	Invoices	↑ Country of origin	Product information
436536	ALLUMEUR MAGNETIQUE 2525589	TESTFSE436536	2	FSE PRICE 200122	112006509		FR	ℹ **3**

1–1 of 1 items   **1**   1 ▾ of 1 pages |◂ ◂ ▸ ▸|

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The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

Invoices

Access Active Product Catalog for US and Mexico

**DIGITAL INTERFACE CONNECTING VALEO SYSTEMS**

2.Invoices

1. **List of invoices** with value and payment status. By default, the table displays the last 3 months' data. Please use filter to extend your search to 24 rolling months.
2. **'Download the filtered list of invoices'.** Restricted to 1000 lines maximum (for now)

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Sales Development

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS
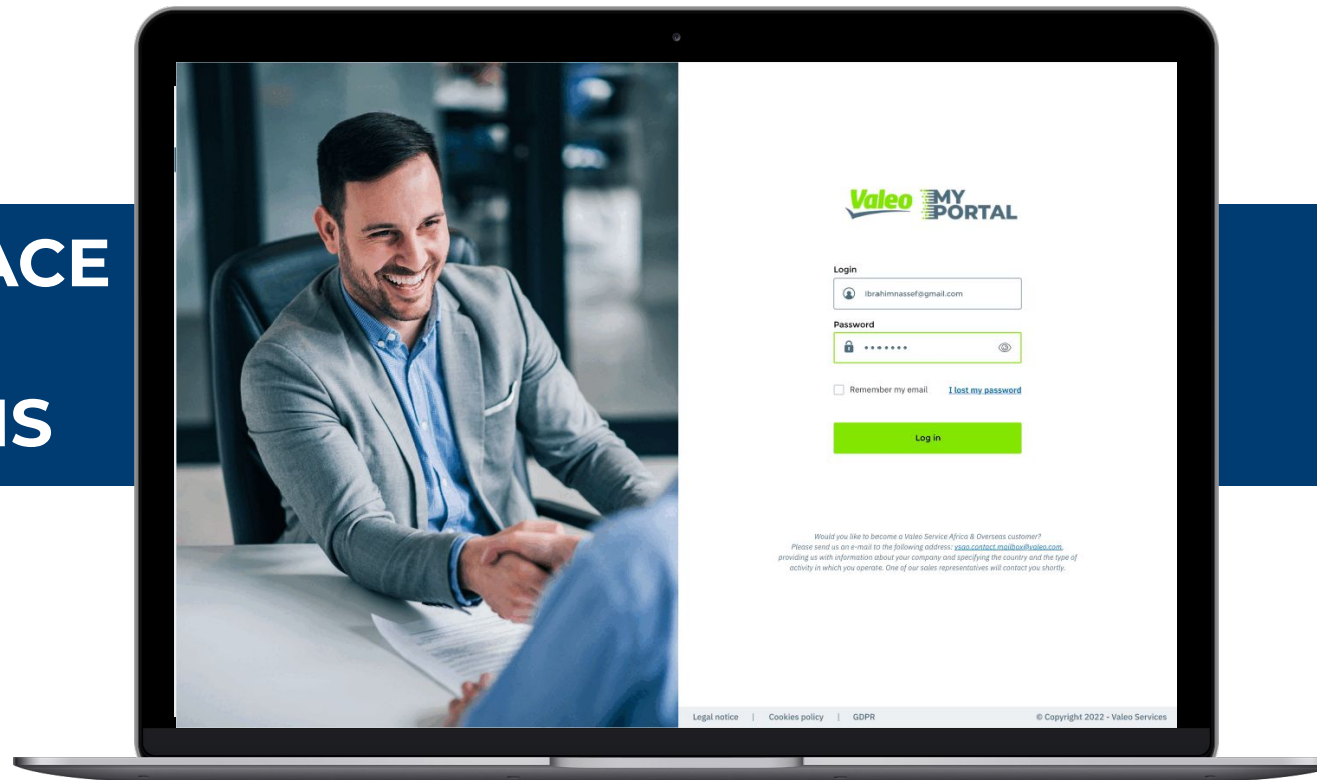
3.Sales Development Opportunities

Sales development opportunities

1. **Show only new opportunities** trigger is switched on by default. Switch it off to see all opportunities including the historical campaigns.
2. **Campaign type** tabs display campaigns grouped per type
3. Click **'See more information' link** on the card to open the **opportunity details**
4. If there are no active campaigns, the **'Register a request'** button is available. It opens the register a request screen with the preselected request type 'Sales Promotions request'

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

3.Opportunities details:
- Promotion

1. **Campaign start & end date** (end date is displayed only for opportunity type Promotion)
2. **Campaign status** (New / Confirmed / Rejected / Skipped) is displayed. The status changes based on feedback received from customer and registered in the visit report by Valeo Sales Representative.
3. The table with **quantitative objectives** is displayed **only for Promotion** opportunities
4. Click to download **attachment(s)**
5. **'Order now'** button redirects to the 'Go to order' screen

from 23-01-2023 to 16-02-2023

✕ Rejected   PRICE REPOSITIONING

OFFRE SPECIALE sur stock déprécié (TLA) - Janvier 2023

🎞 MULTI PRODUCT LINE
See more information

Sales development opportunities

back to opportunities

🔧 ROTATING

Valeo - PROMOTION poulies roue libre alternateurs - TN

From: 01-10-2023 To: 01-10-2023   **1**

2

Skipped

PROMOTION

Du 12/09/2022 au 11/10/2022, bénéficiez de

██ de remise pour toute commande de plus de ███ **pièces***

██ de remise pour toute commande de plus de ███ **pièces***

██ de remise pour toute commande de plus de ███ **pièces***

NOUVEAU : pour bénéficier de nos meilleurs prix, commandez chaque référence par ██

For more information, contact your sales representative

Valeo contact

👤 ████████
✉ ████████████

Valeo campaign number: **CC-102998**

| **Order now** | 5 |

⬇ Valeo - gamme poulies roue libre alternateur - TN.EXCEL_X   **4**

Objective turnover (€)	
Objective quantity	████

3

Claims

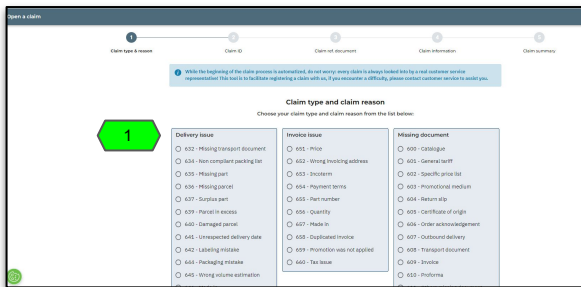## Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS
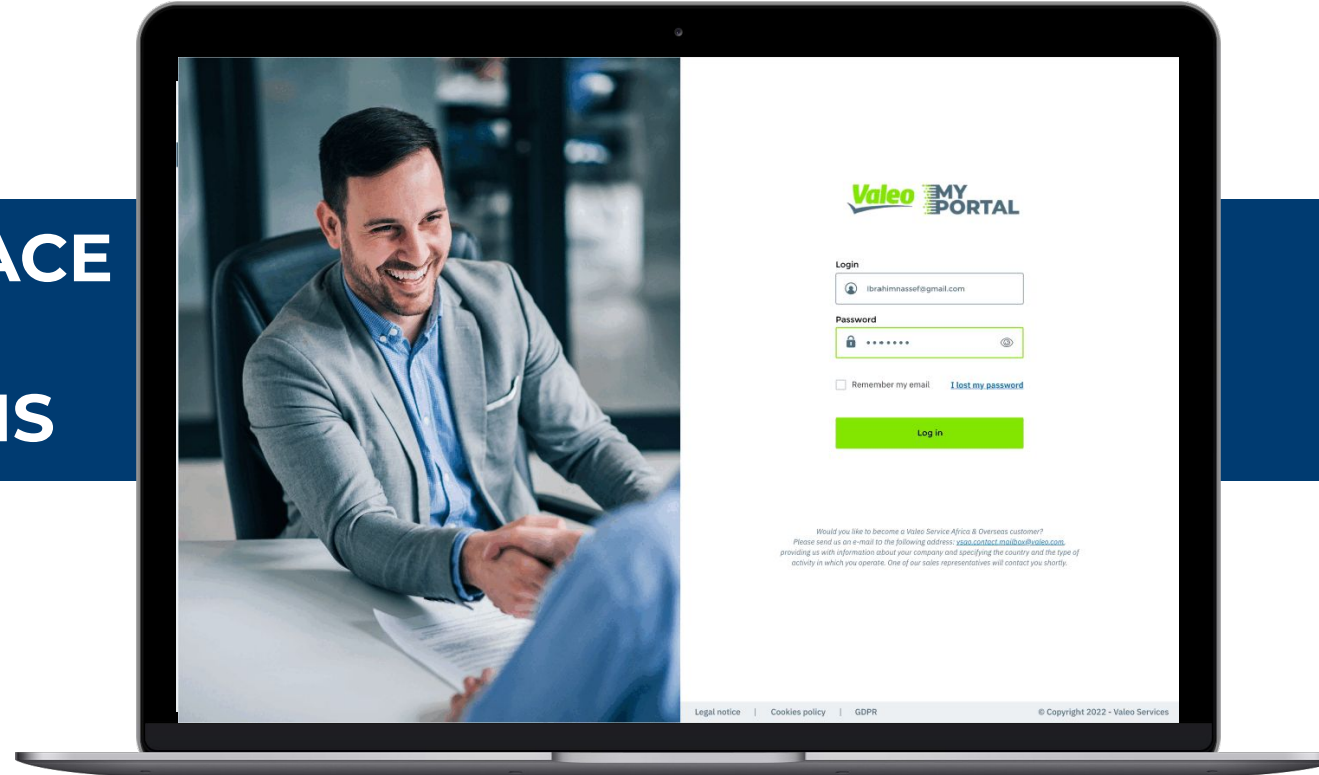
4.Open a claim 1/3

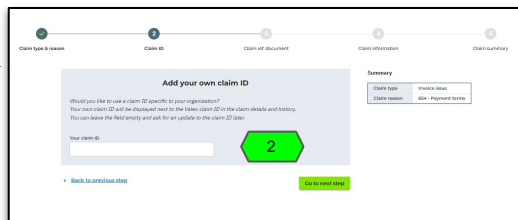Claims, Requests & Warranty

Open a claim

1. Select **claim type & reason**.
2. Add Customer **Claim ID** is optional. This is not the Valeo Claim ID, it is the number which customer can choose to put for the sake of their own CRM classification.
3. Provide **reference document number**. Up to 3 choices can be displayed (delivery note, invoice, shipping document). The document number can be found in the Order History, Delivery history or Invoices screen.
   *This step will be customized differently for each claim reason and can appear or not.

Next step: Claim Information

4.Open a claim 2/3

1. ***P/N details table** where user is requested to provide P/N information
2. *Warning message: Any P/N entered into the P/N table will be checked for existence against the reference document used. A P/N not existing in the ref doc will not be accepted.
3. *Warning message: Overdelivery case explanation.
4. **Claim subject**
5. ***Handling unit number** (for parcel related issue). This step can be customized differently for each claim.
6. **Comments**. This step can be customized differently for each claim.
7. **Attachments:** always present but adding attachments is optional.
8. **'Go to next step'** button redirects to the claim summary.

*NOTE: In the **Claim information step** the **P/N details table** (1) , **warning messages** (2&3) & the **Handling unit number** (5) fields can appear or not depending on the claim reason.
Depending on the severity of your issue, you may have to fill different information.

Claim information

For a case of Quantity, we recommend providing us with the following information:
- - Part number table
- - Comment
- - Attachments

⚠ The Valeo P/N 1427 do not exist within the reference document. Please enter a P/N which exist in the reference document to proceed. **2***

1*

Valeo P/N	Quantity on reference document*	Quantity received*	Claim quantity*	Handling unit number	Actions
3388	1	1	1	1234	🗑
1427		10			🗑

1 – 2 of 2 items | 1 ▾ of 1 page | |< < > >|

⚠ In a case of overdelivery or if the P/N does not exist in the reference document, please remove the P/N from the table and enter the P/N details in the "Write your request". **3***

⊕ Additional P/N line

Claim type & reason —— Claim ID —— Claim information —— ④ Claim summary

Claim information

Summary

Claim type	Missing document
Claim reason	600 - Catalogue

For a case of Quantity, we recommend providing us with the following informations:
- - Parcel issue
- - Comment
- - Attachments

Claim subject (required)
Text limit: 255 characters

4

Please indicate the Handling number of parcel(s) with an issue:

Handling unit number

5*

⊕ Add a Handling Unit number

Write your request here when relevant
Text limit: 255 characters

6

ℹ In order to help you and answer more efficiently, we need photos and / or pictures of the problem

Attachments
Formats allowed: .jpg, .png, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pdf
Max total weight: 50Mb / Max total attachments: 10
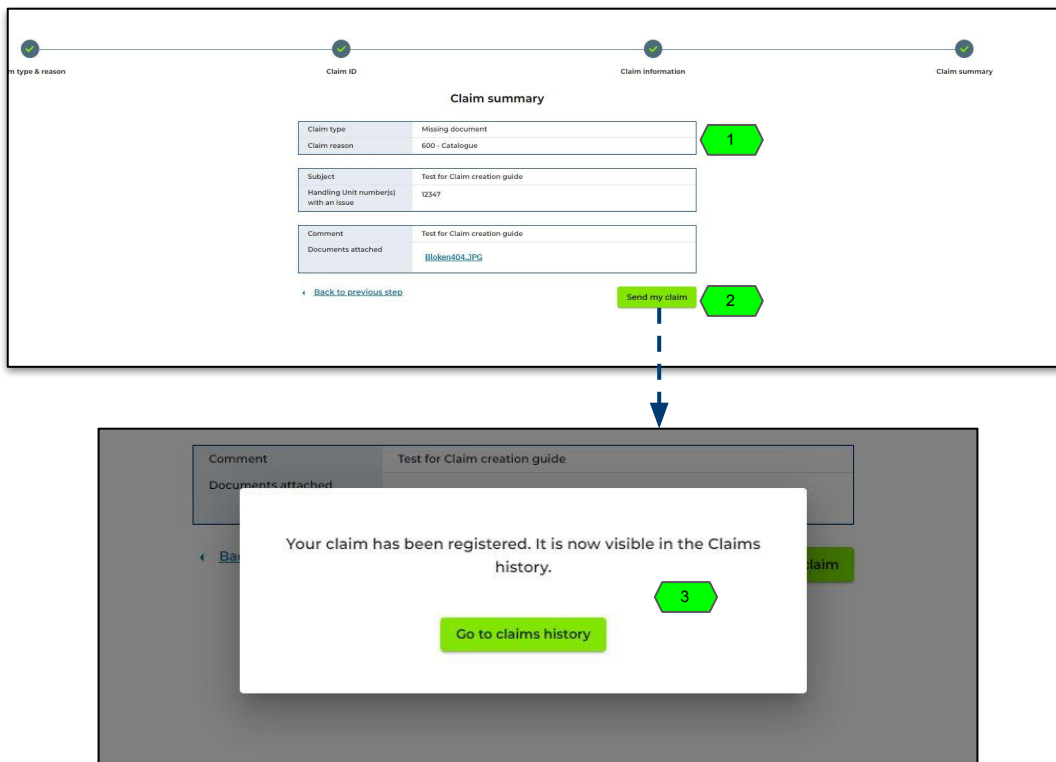
7

Browse my file (required) | Import

◀ Back to previous step | Go to next step **8**

Next step: Claim summary

4.Open a claim 3/3

1. Claim summary screen summarizing all informations given during the claim opening process
2. **'Send my claim'** button opens the claim & sends it to Valeo Customer Service
3. Pop-in with confirmation that the claim has been registered and is now visible in the Claims history portal screen.

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

Claim History

Claims, Requests & Warranty

Open a claim

Claims history

1. Actions column: Looking glass redirect to the **Claims details** of the row
2. **Claim status** & **Decision** can be be consulted.
3. **Claim credit / debit note number** will be displayed when issued by Valeo. The documents can be downloaded from the **Invoices screen**.

Claims history

Refresh information on screen
Last information update: 0h 3min 1s ago

Open a claim ▶   Download the filtered claims history

Filters

Customer claim ID

Valeo claim ID

Reference document

Creation date
dd/mm/yyyy – dd/mm/yyyy

Claim type
All types

Claim reason

Status
All statuses

Decision
All decisions

Clear filters   Filter

Valeo claim ID	Customer claim ID	Reference document	Creation date	Claim type	Claim reason	Claim status	Decision	Claim credit / debit note value €	Claim credit / debit note number	Actions
01114532	test claim 608		24/10/2023	Missing document	Transport document	Created	Pending			🔍
01114531	test claim 600		24/10/2023	Missing document	Catalogue	Created	Pending			🔍
01114530	test claim 562		24/10/2023	Invoice issue	Wrong invoicing address	Created	Pending			🔍
01114529	test claims 634		24/10/2023	Delivery issue	Non compliant packing list	Created	Pending			🔍
01114528	test claims 632		24/10/2023	Delivery issue	Missing transport document	Created	Pending			🔍
01114523	Test 24/10		24/10/2023	Delivery issue	Incorrect delivery address	Created	Closed with lines decision			🔍
01114522	test		24/10/2023	Delivery issue	Incorrect delivery address	Created	Closed with lines decision			🔍
01114521			24/10/2023	Delivery issue	Incorrect delivery address	Created	Closed with lines decision			🔍
01114210			23/10/2023	Delivery issue	Missing transport document	Created	Pending			🔍
01114209			23/10/2023	Delivery issue	Missing transport document	Created	Pending			🔍

1 – 10 of 142 items   1 ⌄ of 15 pages |< < > >|

By default, the table displays the last 3 months' data. Please use the filter to extend your search to 24 rolling months.

Claim Details (1/2)

Click the looking glass at the end of each row on the Claim history screen to display the Claim Details

1. **Basic claim information #1:** Valeo Claim ID, Customer claim ID, status, creation date, type, reason & reference document (if applicable)
2. **Basic claim information #2:** Handling unit numbers, Claim subject, Problem description, Attachments (downloadable)
3. **P/N table:** available whenever the claim contain a specific P/N information
4. **Decision:** Pending, Accepted, Rejected, Closed with lines decision
5. **Update the claim** / **Claim cancellation request**: Explained in the next slide

Claim details

◄ **Back to claims history**

Update the claim ▶   Claim cancellation request ▶   **Pending** [4]

[5]

Valeo claim ID	01171669 [1]
Customer claim ID	
Claim status	Created
Creation date	29/01/2024
Claim type	Delivery issue
Claim reason	Missing part
Reference document	970144091
Handling unit number of parcel(s) with an issue [2]	
Claim subject	
Problem description	
Attachments	⬇ My Val...

[3]

Valeo P/N	Quantity on reference document	Price per unit	Quantity received	Number of parts	Handling unit number	Decision
819052	1344		1220	4		🕐 Pending

35

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.
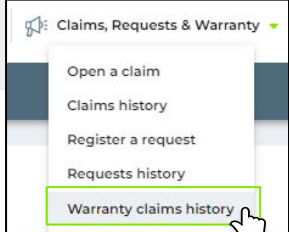
Claim Details (2/2) - Update the claim / Claim cancellation request

1. **Update the claim button:** Opens the claim update window
2. Customer can add the text with **additional information**
3. Customer can add **additional attachments.** The indicated limits of number & size of attachments still apply.
4. **'Confirm my claim update'** button sends the update to Valeo Customer Service
5. **'Claim cancellation request'** button opens the claim cancellation confirmation pop-in
6. **Proceeding with asking for the cancellation:** The <u>customer cannot cancel the claim itself</u>, the claim cancellation request is sent to Valeo Customer Service and they perform the action.
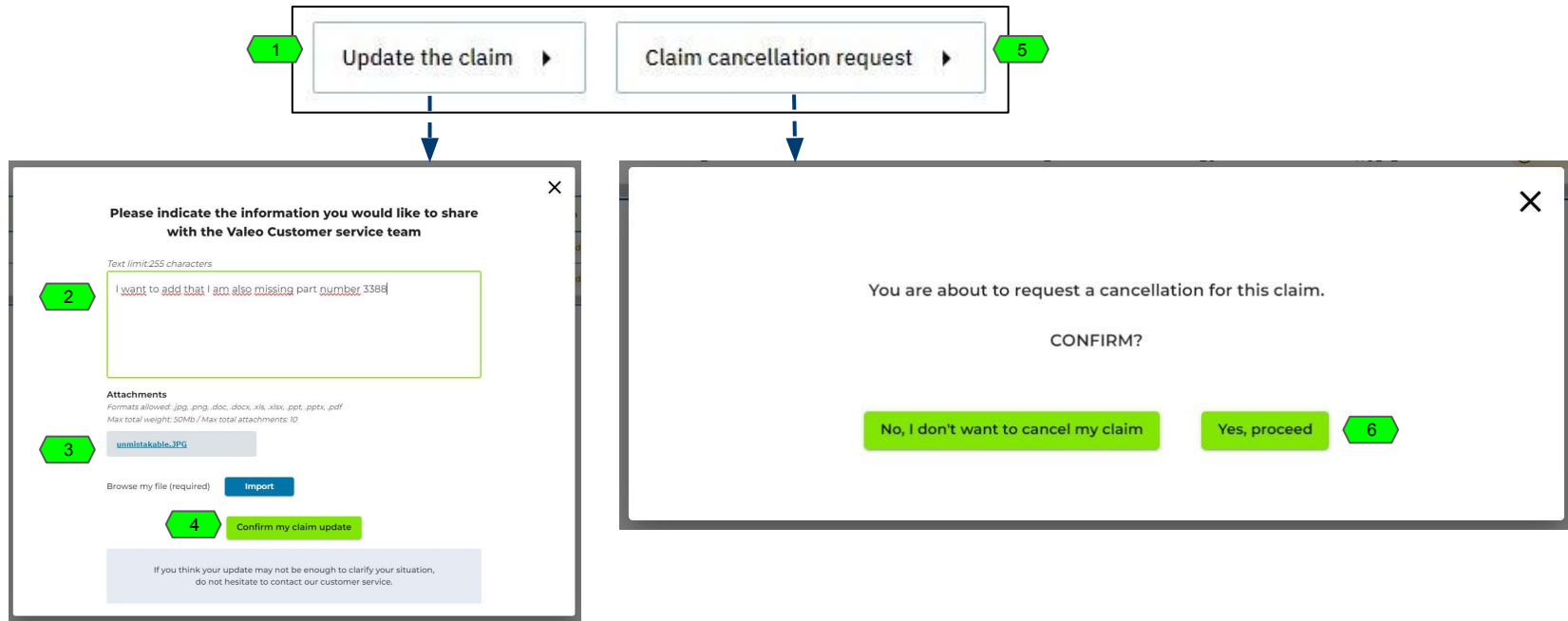
The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

4.Warranty claims history

Claims, Requests & Warranty ▾

- Open a claim
- Claims history
- Register a request
- Requests history
- **Warranty claims history**

1. **Table** with list of registered warranty claims
2. **Warranty claim status:** Created, In progress, Waiting for customer info, Waiting for Supplier info, Closed, Cancelled
3. **Warranty claim decision:** Pending, Accepted, Rejected
4. **'Download the filtered warranty claim history'** downloads the table with all columns and with the filter selection applied. Restricted to 1000 lines maximum (for now)

Valeo MY PORTAL

Products & Prices ▾ | Order, Delivery & Invoices ▾ | Sales development opportunities | Claims, Requests & Warranty ▾

Warranty claims history

Filters

Customer claim ID

Valeo claim ID

Reference document

Creation date
mm/dd/yyyy ~ mm/dd/yyyy 📅

Valeo P/N

Status
All statuses ▾

Decision
All decisions ▾

Credit note number

Clear filters | Filter

4 📊 Download the filtered warranty claims history

Valeo claim ID	Customer claim ID	Reference document	Creation date	Valeo P/N	Product information	Number of parts	Claim reason	Claim status	Decision	Credit note number
01113252	61346185	0093311592	27/09/2023	805600	ℹ️	1	Z01 - Technical Warranty	✕ Closed	✓ Accepted	
01113246	61346185	0093311592	27/09/2023	805600	ℹ️	1	Z01 - Technical Warranty	✓ Created	✓ Accepted	
01113247	61346185	0093311592	27/09/2023	805600	ℹ️	1	Z01 - Technical Warranty	🕐 In progress	✓ Pending	
01113248	61346185	0093311592	27/09/2023	805600	ℹ️	1	Z01 - Technical Warranty	🕐 Waiting for Custome	✓ Pending	
01113249	61346185	0093311592	27/09/2023	805600	ℹ️	1	Z01 - Technical Warranty	🕐 Waiting for Supplier	✓ Pending	
01113250	61346185	0093311592	27/09/2023	805600	ℹ️	1	Z01 - Technical Warranty	✕ Closed	✓ Accepted	
01113251	61346185	0093311592	27/09/2023	805600	ℹ️	1	Z01 - Technical Warranty	✕ Cancelled	✕ Rejected	

from -- to of count items

1 ▾ of 1 page |< < > >|

By default, the table displays the last 3 months' data. Please use the filter to extend your search to 24 rolling months.

Requests
Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

4.Register a request
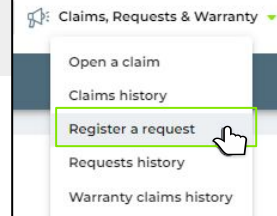
1. List of **requests reasons** (Customizable in Back-office)
2. Free space for **Request subject** and **Request details** (mandatory fields)
3. **'Register a request'** button

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

4.Request history

Claims, Requests & Warranty ▾

Open a claim

Claims history

Register a request

Requests history

Warranty claims history

1. **Table** with list of registered requests and their statuses (Open, Closed, Cancelled)
2. **Looking glass** icone at the end of each row redirects to **Request details** screen
3. **'Register a Request'** button redirects to the 'Register a Request' screen
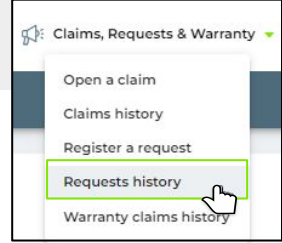
Valeo MY PORTAL

Products & prices ▾ | Order, Delivery & Invoices ▾ | Sales development opportunities | Claims, Requests & Warranty ▾

Requests history

↑ Request reason	↑ Creation date	↑ Request status	Actions
Performance data report	08/06/2023	🕐 Open	🔍
Sales Promotions request	06/06/2023	🕐 Open	🔍
New ship-to address	26/05/2023	🕐 Open	🔍
Any reason	24/05/2023	🕐 Open	🔍
Sales Promotions request	18/05/2023	🕐 Open	🔍
Sales Promotions request	16/05/2023	🕐 Open	🔍
Sales Promotions request	16/05/2023	🕐 Open	🔍
Sales Promotions request	16/05/2023	🕐 Open	🔍
Sales Promotions request	16/05/2023	🕐 Open	🔍
New portal user creation	16/05/2023	🕐 Open	🔍

Register a Request ▶

1 – 10 of 137 items | 1 ▾ of 14 pages | |< < > >|

4.Request details

1. **Basic request information**
2. **Request status** displayed (Open, Closed, Cancelled)

Valeo MY PORTAL

Products & Prices | Order, Delivery & Invoices | Sales development opportunities | Claims, Requests & Warranty

Request details

‹ Back to requests

	1
Request reason	Order / delivery / warehouse error
Creation date	17/02/2023
Request status	Open 2

Request subject

Customer Complaint: FTE brake hoses are scattered in the delivery

Request details

Customer Complaint: FTE brake hoses are scattered in the delivery. It was a mess in the shipment. The FTE brake hoses should have been packed according to type, as is usual for FTE deliveries from the Ebern factory. So held together with a rubber band or similar. Customer requires this from now on, for future deliveries to note and implement.

Valeo MY PORTAL

⚙ ADMINISTRATOR SETTINGS

📰 NEWS ▶ TECHNICAL TRAININGS ❓ FAQ 📞 CONTACT US

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Stock Availability

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

Click the button in the right upper corner of the Panel screen to display the pop-in with the Stock availability check per P/N

Enter Valeo P/N & choose a ship-to address to check stock availability

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

Various data display scenarios are possible

Positive scenario with P/N active and end of stock

Stock availability check per P/N

ℹ P/N stock availability is displayed for the minimum order quantity of the product

Valeo P/N
874452

Choose a ship-to address (required)

Check

Valeo P/N	Description	Sales status	Minimum order quantity
874452	CMC SEAT IBIZA II FL2 1.9 SDI LHD	Active	1
Product line		EAN/UPC	Country of origin
Transmission		3276428744520	IT

✓ Available in stock

Copy Valeo P/N to clipboard ›

Order now ›

Negative scenario with P/N not recognized

Stock availability check per P/N

ℹ P/N stock availability is displayed for the minimum order quantity of the product

Valeo P/N
8774894

Choose a ship-to address (required)

Check

The P/N not recognized.

You can ask for more details Contact your Valeo Service Team

Negative scenario with P/N not available at stock

Stock availability check per P/N

ℹ P/N stock availability is displayed for the minimum order quantity of the product

Valeo P/N
877489

Choose a ship-to address (required)

Check

You can ask for more details Contact your Valeo Service Team

❌ No available stock

Positive scenario with P/N killed but replaced

Stock availability check per P/N

ℹ P/N stock availability is displayed for the minimum order quantity of the product

Valeo P/N
598128

Choose a ship-to address (required)

Check

This P/N is no longer active and has been replaced by:

Valeo P/N	Description	Sales status	Minimum order quantity
670128	BRAKE PADS VOLKSWAGEN Jetta I,II	Active	1
Product line		EAN/UPC	Country of origin
Braking		3276426701280	IN

❌ No available stock

You can ask for more details Contact your Valeo Service Team

Copy Valeo P/N to clipboard ›

Order now ›

Negative scenario with P/N Killed not replaced

Stock availability check per P/N

ℹ P/N stock availability is displayed for the minimum order quantity of the product

Valeo P/N
699741

Choose a ship-to address (required)

Check

The P/N is no longer active and does not have a replacement.

You can ask for more details Contact your Valeo Service Team

Negative scenario with P/N not commercialized yet

Stock availability check per P/N

ℹ P/N stock availability is displayed for the minimum order quantity of the product

Valeo P/N
9880012

Choose a ship-to address (required)

Check

The P/N is not commercialized yet.

You can ask for more details Contact your Valeo Service Team

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

Profile

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

6.Profile

MY PROFILE AND AUTHORIZATIONS

MY VALEO CONTACTS

MY SHIP-TO ADDRESSES
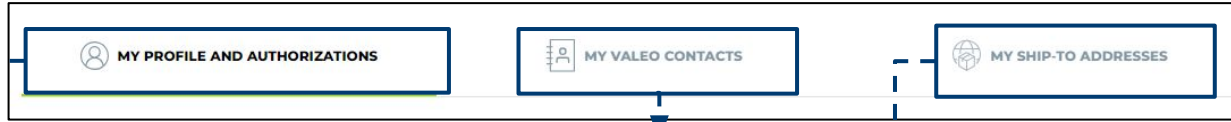
My informations - *with customer profile information and authorization levels*

My authorisations display customer authorisation to access portal modules.
- General authorizations display (sections available for all users, cannot be taken away)
- Other authorizations can be changed by the Customer Administrator
- User can '**Ask for authorizations change**', the request will be sent to his Customer Administrator(s).

Generic contact
Main Valeo contacts like Valeo Sales & Customer Service representatives

1. **Register a new ship** to request button redirects to the 'Register a request' screen with the preselected request type 'New ship-to address'.
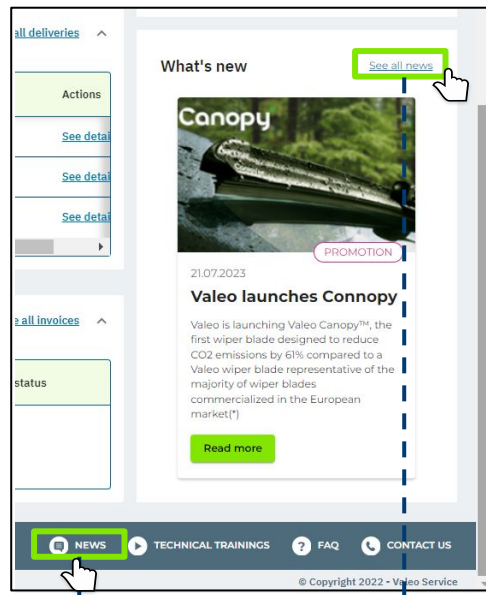2. Complete **list of Ship-to addresses** *available*

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

Newsroom
Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

7.Newsroom

Click 'See all news" in the 'What's new' snapshot on the Panel screen or **"NEWS" in the footer to display the newsroom content**

NEWS

1. Newsroom filter (News, Article, Promotion)
2. You can download attachment for more information
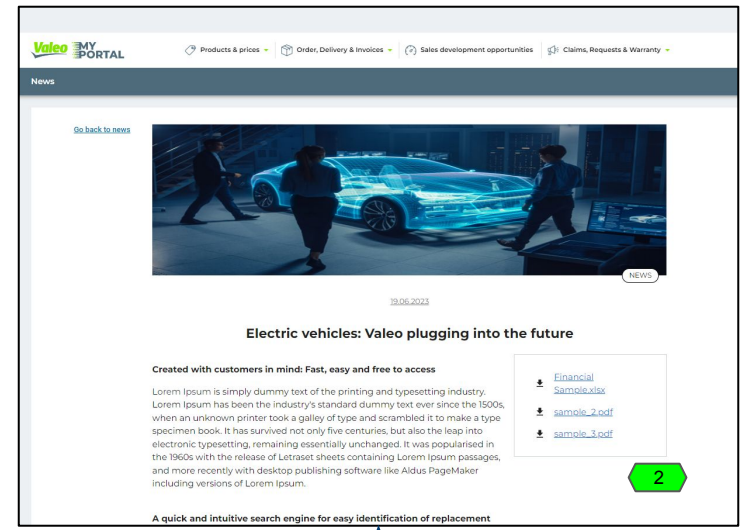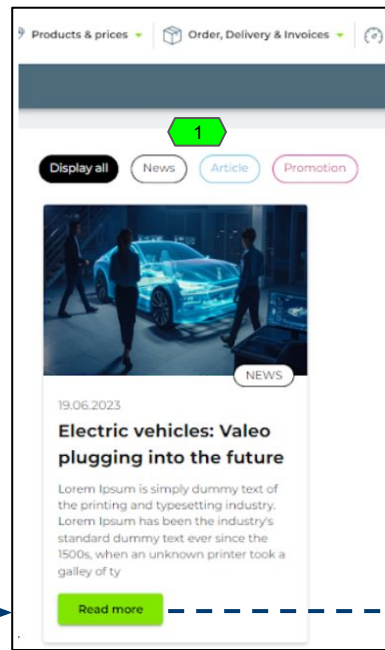
The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

Admin

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE CONNECTING VALEO SYSTEMS

Click the 'ADMINISTRATOR SETTINGS' in the portal footer to display the Admin Panel

ADMINISTRATOR SETTINGS

1. Information about **active users** and list of **administrators**
2. **View all users status table**
3. **Change administrator / Admin resignation**
4. Button '**View all user status'** where Customer Administrators can give/withdraw authorization and block users
5. Button '**Action log':** Admins can see which actions were taken by other members of their organization
6. **Instruction on** how to request a registration of a new portal user
7. Button '**Register a new portal user'** redirecting to the Register a request screen with preselected request type "New portal user request"
8. **Account actions**:
   A) Modify user authorisation: Will open a screen to modify the target authorization
   B) Block user: Will prevent the targeted user from entering My Valeo Portal
   C) Suspended or Blocked (For ex: Flagged as suspicious and therefore forbidden to connect for the moment). This icon symbolize that an action has been taken either by an Administrator or by a Valeo Key-user. The name change (Admin can Block, Valeo Key-user can suspend). A Valeo Key-user can go over the authority of a Customer Administrator.

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

7.Contact us

1. **Buttons** with redirection to '**Register a request**' or '**Open a claim**' screens
2. **Valeo Account Team** contacts
3. **Generic contact** is outlined in green color and is the preferred method of contact with our team

The data presented in this document is for illustrative purposes only and does not reflect actual offer or information.

7.FAQ (Frequently Asked Questions)

1. **Tabs with FAQ categories** grouping questions & answers of one category
2. **Question & answer** - use the dropdown button on the right to show/unshow answer
3. Link to **User guide**

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