

GET SMART ACCESS TO VALEO'S WORLD

ORDER ONLINE
PRICE LIST
BUSINESS OPPORTUNITIES
TRACK ORDERS
ESTIMATED DELIVERY DATES
STOCK AVAILABILITY

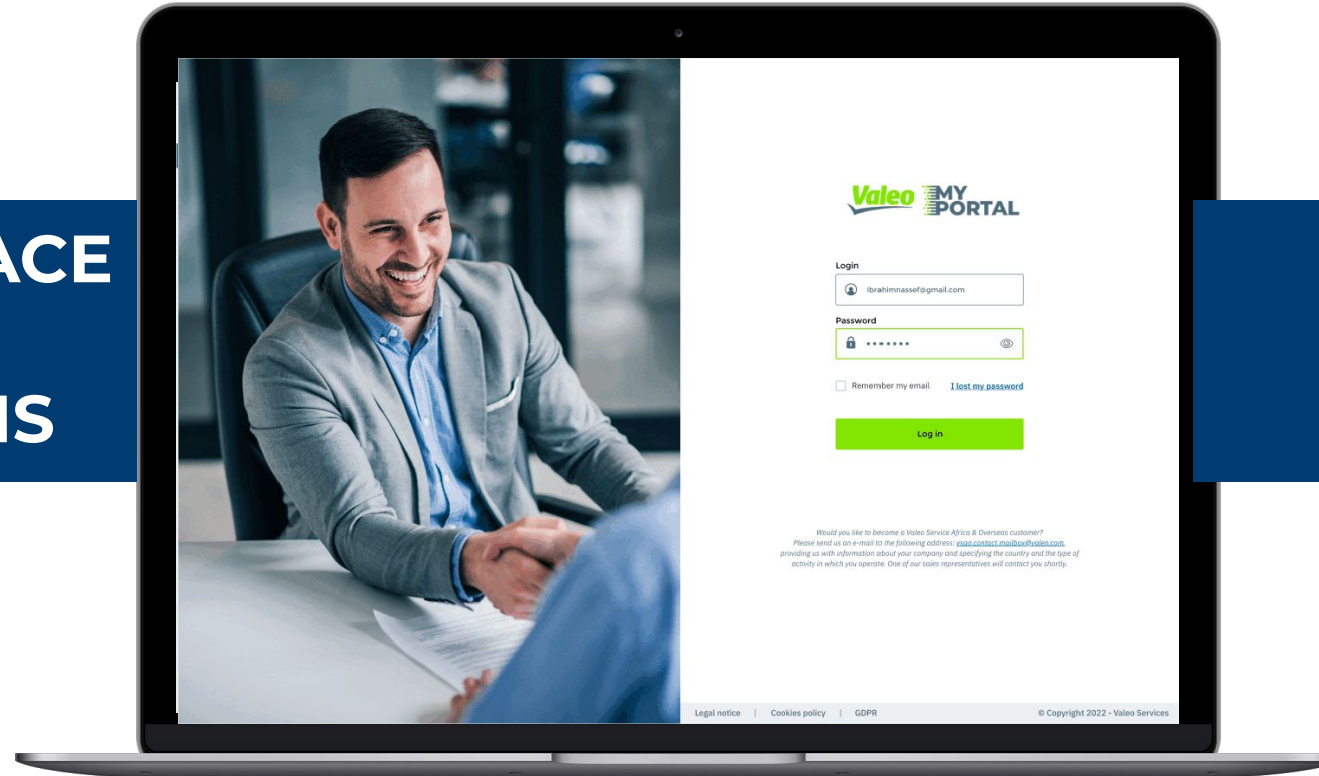


USER GUIDE

MY VALEO PORTAL

USER FRIENDLY EXTRANET FOR DISTRIBUTORS

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS

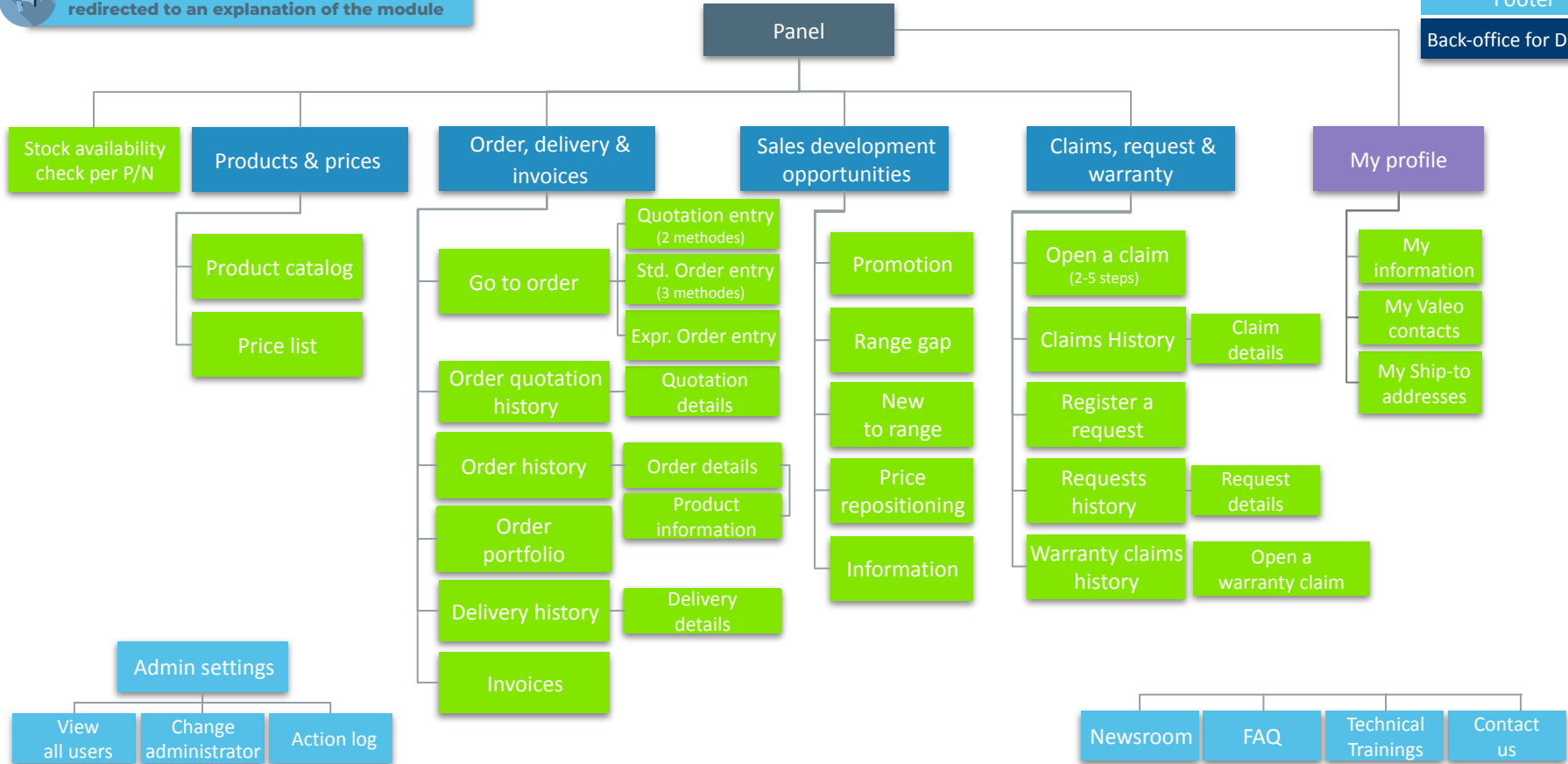


MVP MODULES



- Header menu
- Main menu
- Modules / Screens
- Footer
- Back-office for Division

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



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 is a standalone file separated from this guide.

The panel screen:

> [Landing page](#) where all users start their My Valeo Portal experience

My profile page:

> [The profile page](#) where a user can consult their profile information, see which of 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 and 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 on 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 menu** (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

1

FOURNITURES AUTOS... 2

My profile 3

4

[Products & Prices](#)

[Order, Delivery & Invoices](#)

[Sales development opportunities](#)

[Claims, Requests & Warranty](#)

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	920074542	See details
25000421	test CSCP 3108	113910121		25000421	31/08/2023	31/08/2023	920074509	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

6

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

New
PROMOTION

BOP_ITA_VWS_Promo
continuativa_Gen Feb 23

WIPERS

[See more information](#)

7

What's new

Canopy

21.07.2023

Valeo launches Canopy

Valeo is launching Valeo Canopy™, the first wiper blade designed to reduce CO2 emissions by 6% compared to a Valeo wiper blade representative of the majority of wiper blades commercialized in the European market(*)

Read more

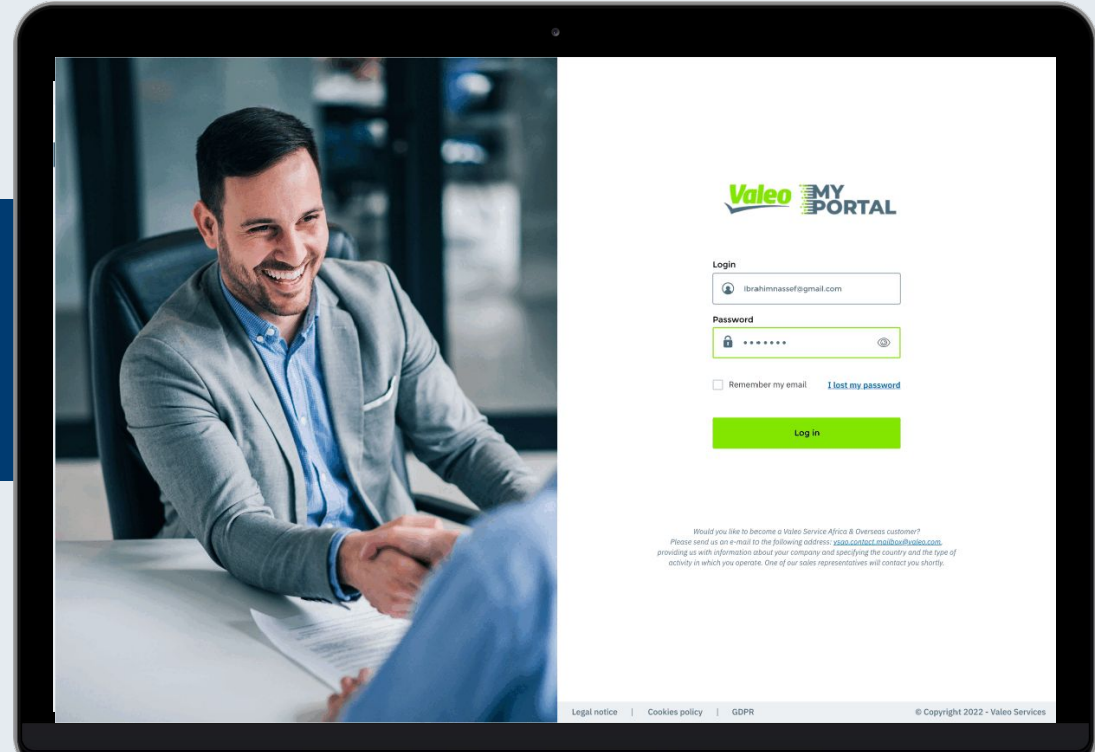
8

[NEWS](#)
[TECHNICAL TRAININGS](#)
[FAQ](#)
[CONTACT US](#)

Products & Prices

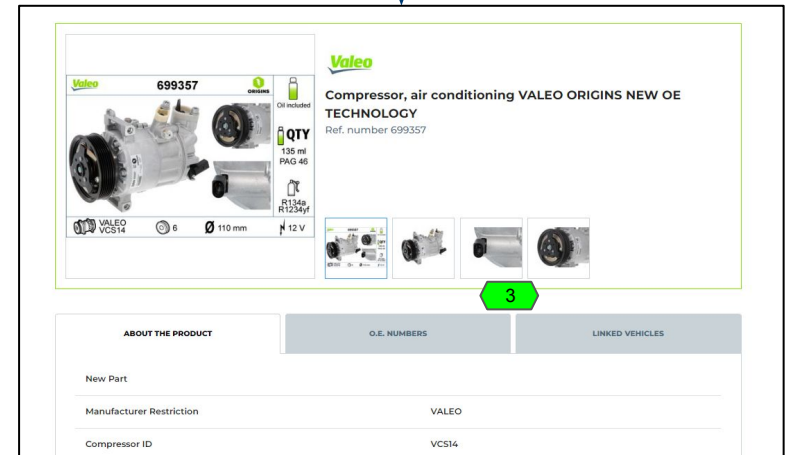
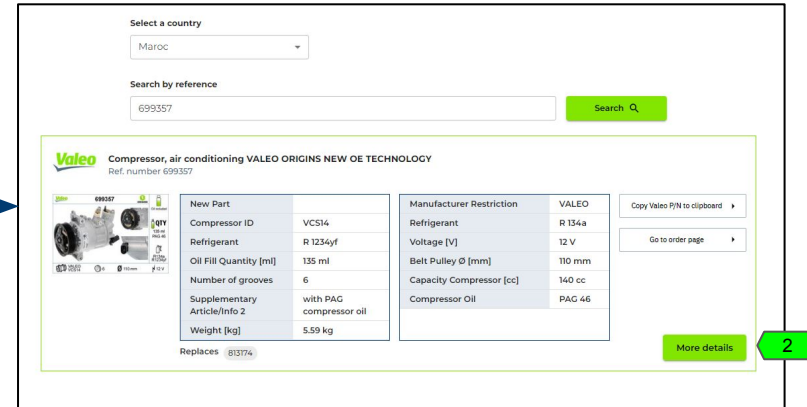
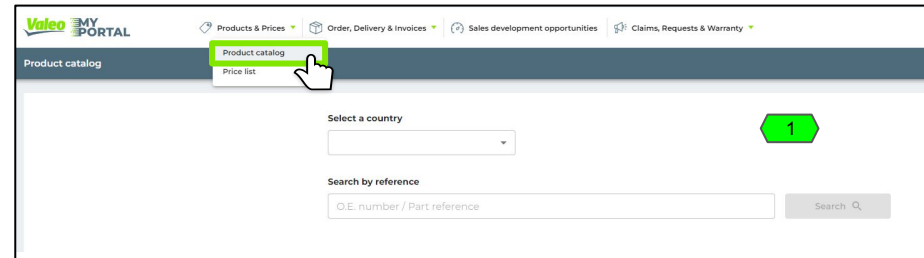
Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS



Product Catalog match very closely the TechAssist part finder experience with the country choice and reference input.

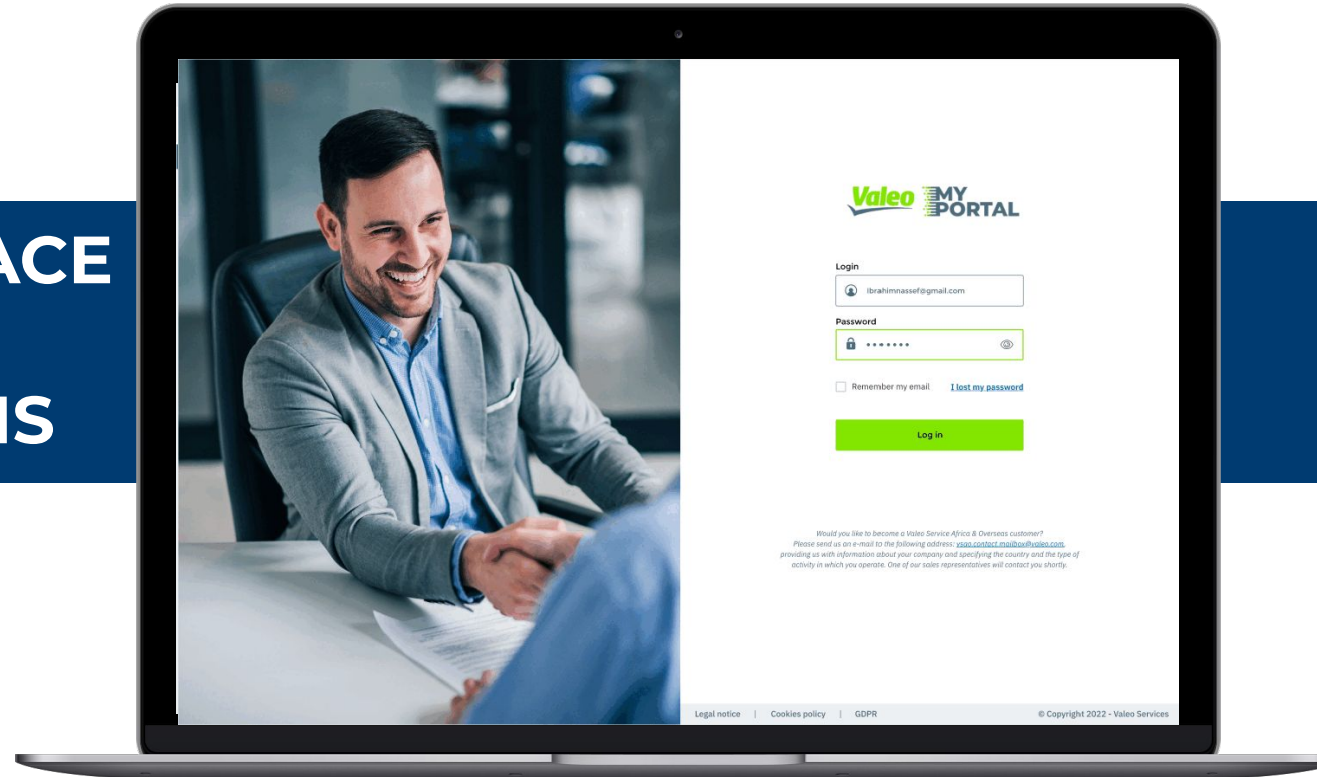
1. **Select country** and enter OE number, IAM number, Valeo P/N or Valeo Short Code. Click **Search** to **display product details**
2. Click **'More details'** to see additional Product information.
3. Select **tabs** to consult a list of **OE Numbers** and **linked vehicles**.



Orders

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS

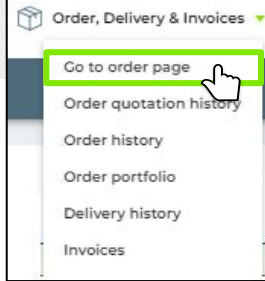




Go to order page

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

Go to main menu 'Order, Delivery & Invoices' and select 'Go to order page'



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 ▶

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

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.

*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.
 **The number of different P/N lines submitted cannot exceed 200. There is no limit on Quantity.

Complete mass-upload template

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

Browse my file (required)

File loaded: Complete mass-upload... X

1
Download selected lines

Item	Valeo P/N / Short code	Customer P/N	Description	Net unit price €	Quantity	Unit	Total net price €	Requested delivery date	Product information	Action
1	843626		Clutch Set 2P PC - Maruti Alto 800		6	PC		11/21/2023		
MOQ quantity not respected										
2	699741	699741	COMPRESSOR REMAN RENAULT LAGUNA II		5	PC		11/21/2023		
Material 699741 has status: Killed										
3	245142		PENCIL COIL VAG A3 A4 - OCTAVIA SUPERB		9	PC		11/21/2023		
Not available at the moment. ETA to be confirmed.										
4	841748		Clutch Disc - FAW Jiefang J6 430mm Dia		4	PC		11/21/2023		
Material 450462 has status: IAM Access Blocked										
5	450462	450462	HL BMW 4 series 03/2017 Basis LED L RHD		2	PC		11/21/2023		

1 - 5 of 5 items
1 of 1 page

Replace your order with another complete mass-upload

Customer PO number 00660P

Customer PO number: 00660P

Ship-to: 0000 70000 700000 00 00 000000 00000 00000 00

Summary

Total quantity	26
Total net value €	
Order discount €	0,00
Transport cost €	0,00
VAT €	0,00
Total value €	

Customer PO number AZERTY

Customer PO number PointFAD

Replace your order with another complete mass-upload

Customer PO number 00660P

Customer PO number: AZERTY

Ship-to: 0000 70000 700000 00 00 000000 00000 00000 00

Summary

Total quantity	26
Total net value €	
Order discount €	0,00
Transport cost €	0,00
VAT €	0,00
Total value €	

Customer PO number AZERTY

Customer order number "AZERTY" already exists in this order

Would you like to merge them? If yes, please select which Ship-to you would like to apply.

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 screenshot displays the 'Place order' process in a web application. It features a table of items, a summary table, and three confirmation pop-ups.

Item	Valeo P/N / Short code	Customer P/N	Description	Net unit price €	Quantity	Unit	Total net price €	Requested delivery date	Product information	Action
1	599199		ALT REGULATOR TG15C1P7		3	PC		11/21/2023		
2	731642		RADIATOR MITSUBISHI LANCER F IV 1.5		6	PC		11/21/2023		
3	245164		IGNITION COIL TOP PLUG VW		5	PC		11/21/2023		

Summary	
Total quantity	14
Total net value €	
Order discount €	0,00
Transport cost €	0,00
VAT €	0,00
Total value €	

Pop-up 2: Order number "[{ValeoOrderNumber}]" has been placed successfully and you will receive confirmation by email shortly. You can now validate the other Purchase order(s). [OK]

Pop-up 3: Customer PO number 0066OP. Ship-to: [Address]. Summary: Total quantity 26, Total net value €, Order discount 0,00, Transport cost 0,00, VAT 0,00, Total value €. [Place order]

Pop-up 4: Your order number is: 0113916462. You will receive confirmation by email shortly. You may approve your quotation to convert it into an order in the "Quotation details". Automatic redirection to order history will be within 10 seconds. [Go to order history] [Place another quotation or order]

← Mass-upload file templates - tips



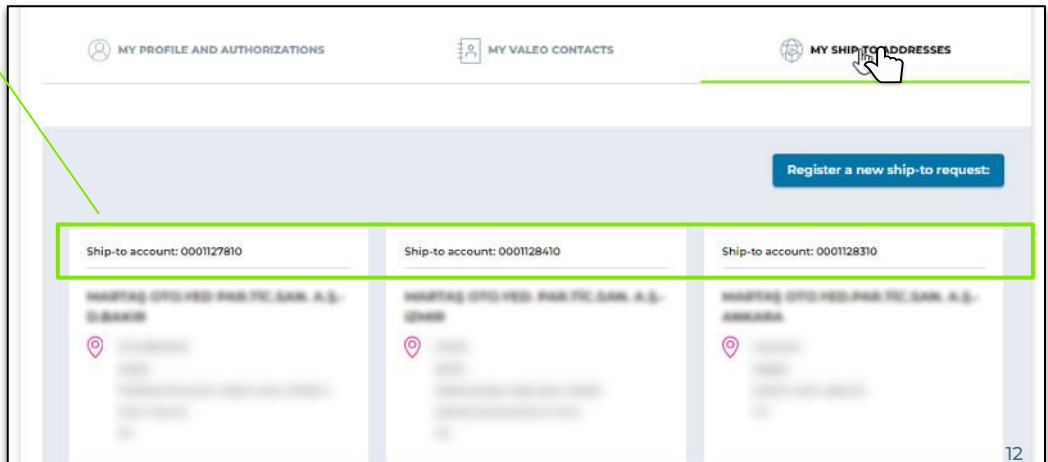
During a mass-upload, the following step-by-step is offered to the customer
To use a template:

- 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.



2. Express Order > Availability confirmation

- 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.
- 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'
- 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
- Alternatively, the user can go back and click 'Edit my express order' while keeping his selection in memory.

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

Proceed with order 1

[Cancel the enquiry](#)

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	! Product is partially available. The remaining requested QTY (kg) are not immediately available	Order available quantity Cancel the product

[Back to cart](#)

! You need to resolve all availability alerts before proceeding with your order!

Proceed with order

✔ **Check availability**
Add your product

2 **Confirm**
Confirm your order

Add your own Customer PO number: (Required) Save 3

Valeo P/N / Short code	Customer P/N	Description	Net unit price €	Weight (KG)	Quantity	Total net price €
B43626		Clutch Set MSIL Alto 800(P)	...	14,1	5	...

1 - 1 of 1 items 1 of 1 page |< < > >|

[Edit my express order](#) 4

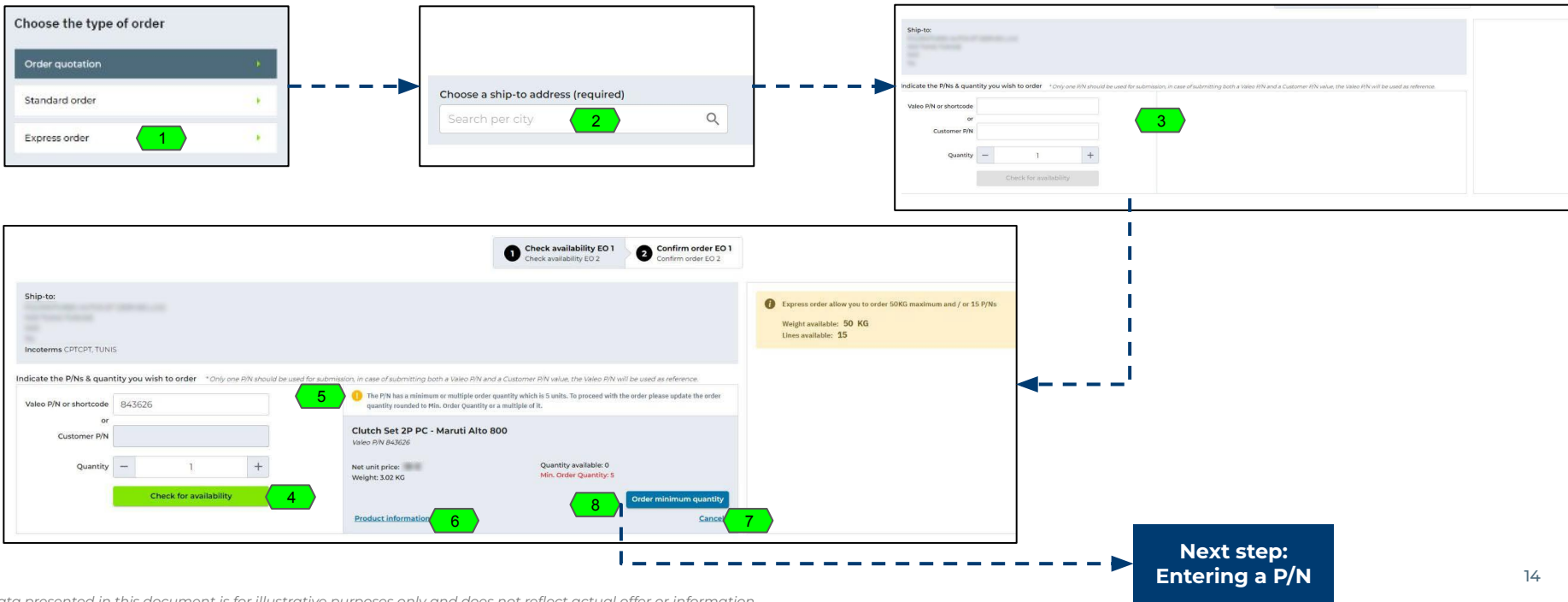
Total quantity	5
Total weight (KG)	14,10
Total net value €	...
Order discount €	...
Transport cost €	...
VAT €	...
Total value €	...

Place order

Next step:
Placing order

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 messages, 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 cancellation.

The screenshot illustrates the Express Order process. At the top, there are two steps: **1 Check availability** (Add your product) and **2 Confirm** (Confirm your order). Below this is a 'Ship-to:' section and a note: "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.*".

The main form has two input fields: "Valeo P/N or short code" and "Customer P/N", with a "Quantity" field set to 1 and a "Check for availability" button. A green callout **3** points to the "Customer P/N" field.

Below the form is a filter bar with "All", "Warning", and "Blocking" tabs. A green callout **2** points to the "Warning" tab. Below the filter bar is a table with the following data:

Item	Valeo P/N / Short code	Customer P/N	Description	Net unit price €	Weight (KG)	Quantity	Unit	Total net price €	Product information	Action
1	843626		Clutch Set MSIL Alto 800(P)		14,30	5	PC			

A green callout **1** points to the "Valeo P/N / Short code" field. A green callout **2** points to the "Warning" tab. A green callout **3** points to the "Customer P/N" field. A green callout **4** points to the "Weight available: 35,9 KG" and "Lines available: 10" text in the yellow box. A green callout **5** points to the "Cancel the enquiry" button.

The "Cart" section shows a summary of the order:

Item	Value
Total quantity	5
Total weight (KG)	14,30
Total net value €	
Order discount €	
Transport cost €	
VAT €	
Total value €	

Below the cart is a "Proceed with order" button and a "Cancel the enquiry" button. A green callout **5** points to the "Cancel the enquiry" button.

The "Cancel my express enquiry" dialog box is open, showing a list of reasons for cancellation:

- Shopping cart generated for enquiry only
- Shopping cart created by mistake - item(s) not required
- Item(s) not available
- Item(s) have been replaced - I do not want the replacement proposed
- The minimum order quantity is too high
- The price is too high

Buttons for "Cancel my enquiry" and "Return to my enquiry" are visible at the bottom of the dialog.

A blue dashed arrow points from the "Cancel the enquiry" button to the dialog box. A blue dashed arrow points from the dialog box to a blue box at the bottom right that says "Next step: Availability confirmation".

2.Express Order > P/N entries examples

Depending on the P/N status, the information displayed in the P/N can be very different from each other and the action available as well (see examples below)

1 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: ~~100000~~
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: ~~100000~~
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: ~~100000~~
Weight: 57 KG

Quantity available: 0
Min. Order Quantity: 1

[Product information](#)

Create a standard order

[Cancel](#)

P/N too heavy for express order

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: [blurred]
Incoterms: [blurred]

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)	[blurred]	14,1	5	[blurred]

1 - 1 of 1 items | 1 of 1 page | < > >>

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

[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	[blurred]	5,59	5	[blurred]	5	● The request quantity is available	
837397		CLUTCH MODULE (DMF + CLUTCH SET) HEC	[blurred]	18,37	3	[blurred]	2	● The request quantity is available 2	Order

[Back to cart](#)

Thank you for your order!

Your order number is: **{{valeoOrderNumber}}**

You will receive confirmation by email shortly.

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](#)

3

2. Product information

Product Information pop-in is accessible from Order Details screen and multiple other screens. Click the INFO icon at the end of each row to display the pop-in.

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](#)

Amount remaining to deliver €

1 – 1 of 1 items

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
Customer P/N		Minimum order quantity	1
Commodity code	85123090	Minimum shipping value	1
Country of origin	CN	Pallet quantity	128
		Replaced by	
		Product line	Post Equipment
		Core brand	
		EAN/UPC	3276426322003

2 Active & stocked

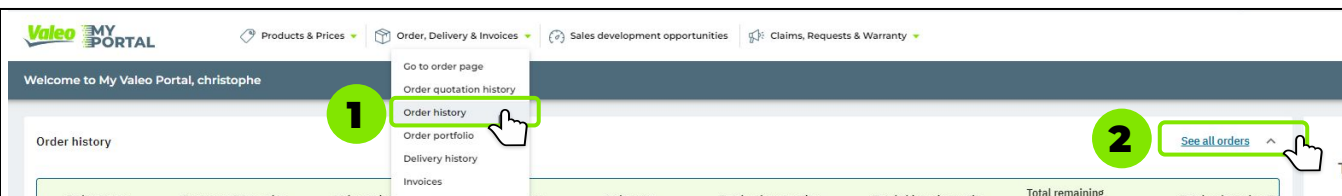
Download the filtered order information

Product information

1 of 1 page

← 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.



Refresh information on screen

Last information update: 0h 3min 18s ago

Register a request | Download the filtered order history

Date	Order type	Total order quantity	Total shipped quantity	Total remaining quantity	Total order value (€)	Total shipped value (€)	Total remaining value (€)	Actions
3/2023		1	0	1	0,00	0,00	0,00	🔍
3/2023		1	0	1	0,00	0,00	0,00	🔍
3/2023		15	0	15	0,00	0,00	0,00	🔍
3/2023		15	0	15	0,00	0,00	0,00	🔍
3/2023		15	0	15	0,00	0,00	0,00	🔍
3/2023		1	0	1	0,00	0,00	0,00	🔍 📄
3/2023		1	0	1	0,00	0,00	0,00	🔍 📄
3/2023		1	0	1	0,00	0,00	0,00	🔍 📄
3/2023		1	0	1	0,00	0,00	0,00	🔍 📄
3/2023		1	0	1	0,00	0,00	0,00	🔍 📄

1 – 10 of 100 items

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 icon 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

2. Order details






Go to 'Order History', select the order row for which you wish to display order details and click the magnifying glass icon at the end of its row. You can also get here by clicking "see details" on the Panel screen.

Order history

Refresh information on screen

Last information update: 0h 0min 8s ago

Register a request Download the filtered order history

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

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


Filters

Customer P/N

Valeo P/N

Clear filters Filter

Download the filtered order information

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

1 - 1 of 1 items

1 of 1 pages

3



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

The screenshot shows the Valeo MY PORTAL interface. At the top, there are navigation tabs: 'Products & Prices', 'Order, Delivery & Invoices', 'Sales development opportunities', and 'Claims, Requests & Warranty'. Below this, a 'Welcome to My Valeo Portal, christophe' message is displayed. A sidebar on the left contains 'Order history' and 'Outstanding orders' sections. A red circle with the number '1' highlights the 'Order portfolio' link in the sidebar. A red circle with the number '2' highlights the 'See Order portfolio' link in the 'Outstanding orders' section. The main content area shows a table of pending orders and a 'Register a request' button.

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	test 36	112911080	02/10/2023	Standard order	10	0	10	1000
Pending	test 35	112911079	02/10/2023	Standard order	30	0	30	3000
Pending	test 34	112911078	02/10/2023	Standard order	60	0	60	6000

The screenshot shows the 'Order portfolio' page. At the top, there are summary statistics for 'Outstanding orders' with a red circle '1' highlighting the 'Total amount of backorders' field. Below this is a table of orders with a red circle '2' highlighting the 'Download the filtered order portfolio' button. The table has columns for Customer PO number, Valeo order number, Item, Order date, Valeo P/N, Description, Price, Currency, Ordered quantity, Quantity delivered, and Quantity in preparation. A filters sidebar is on the left, and a 'Refresh information on screen' button is at the top left.

Customer PO number	Valeo order number	Item	Order date	Valeo P/N	Description	Price	Currency	Ordered quantity	Quantity delivered	Quantity in preparation
CA02100496	0112436325	490	16/03/2021	732387	RAD RENAULT CLIO II (03/98-03/01)	1000	EUR	4	0	0
CA02101321	0112674041	10	09/07/2021	46952	HL Seat Leon 2017/01 full LED L LHD	1000	EUR	3	0	0
CA02101321	0112674041	20	09/07/2021	46953	HL Seat Leon 2017/01 full LED R LHD	1000	EUR	3	0	0
CA02101510	0112766316	160	25/08/2021	506533	WATER PUMP VOLKSWAGEN GOLF IV 1.9 TDI	1000	EUR	30	0	0
CA02101553	0112790411	240	06/09/2021	506533	WATER PUMP VOLKSWAGEN GOLF IV 1.9 TDI	1000	EUR	30	0	0
CA02101789	0112856506	160	06/10/2021	588122	FWP WITH CAP VOLKSWAGEN	1000	EUR	2	1	0
CA02102047	0112949593	430	17/11/2021	506955	WATER PUMP FORD TRANSIT 2.2 TDCI	1000	EUR	20	0	0
CA02200084	0113070561	40	18/01/2022	251765	Clockspring SKODA Fabia 3	1000	EUR	25	0	0
CA02102127	0113085860	100	26/01/2022	670378	BRAKE PADS AUDI A3	1000	EUR	72	68	0
CA02102127	0113085860	190	26/01/2022							

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)

Deliveries

Access Active Product Catalog for US and Mexico

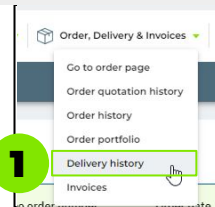
DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS



2. Delivery history

Go to main menu 'Order, Delivery & Invoices' and select 'Delivery History' or Click 'See all deliveries' in the 'Delivery History' snapshot on the Panel screen. Delivery History snapshot displays last 3 deliveries only.

1. 'Download the selected delivery note' (select in the first column the lines for which you want to download the delivery note and 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



Delivery history

4

All deliveries listed here have been "completed"

5

MSDS - Material Safety Data Sheet

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

7

1

2

Customer 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
EPRICE 0122	112006509	30015516		18/01/2023	19/01/2023		0	15963502	LESQUIN **	3
Site 012023	112011202	30015617		23/01/2023	24/01/2023		0	15963502	LESQUIN **	
Site ISCP 02-1	112011400	30015816		01/01/2023	02/01/2023	93001125	0	15963502	LESQUIN **	
Training 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 **	
Site 0103	112011750	30016116		01/03/2023	02/03/2023		0	15963502	LESQUIN **	
Site LOP #204	112011752	30016118		01/03/2023	Invalid date		0	40148102	LESQUIN **	
Site - OPP 0203	112011769	30016122		02/03/2023	03/03/2023		0	15963502	LESQUIN **	

1 - 8 of 8 items

1 of 1 pages

2. Delivery details

Go to 'Delivery History', select the delivery note row for which you wish to display details details and click the magnifying glass icon at the end of its row.

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

Order number	Packing list	Shipping document	Shipment date (PGI date)	Estimated arrival date	Invoices	Quantity of parcels	Ship-to account	Ship-to city	Actions
10121	25000421		31/08/2023	31/08/2023	970074509	0	139603503		
10967	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** icon redirects to [Product information](#) pop-in
- 3) **Delivery Information**

Delivery details

[Back to delivery history](#)

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

Open a claim

Download the delivery details

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	

1 - 1 of 1 items

1 of 1 pages

Invoices

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS





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)

Invoices

Invoice list is refreshed overnight
Last information update: 05/12/2023

Total Balance ? Credit: € 1.234.567 To be due: € 1.234.567 Overdue: € 1.234.567

Filters

Type: All types

Document number:

Generated date: dd/mm/yyyy - dd/mm/yyyy

Due date: dd/mm/yyyy - dd/mm/yyyy

Payment status: All statuses

[Clear filters](#) [Filter](#)

[Download the filtered list of invoices](#)

Type	Document number	Value	Currency	Generated date	Due date	Payment status	Actions
Invoice	0970127703	€ 1.234.567	EUR	12/09/2023	17/11/2023	✓ Paid	
Invoice	0970128435	€ 1.234.567	EUR	14/09/2023	17/11/2023	✓ Paid	
Invoice	0970131307	€ 1.234.567	EUR	25/09/2023	17/11/2023	✓ Paid	
Invoice	0970131802	€ 1.234.567	EUR	26/09/2023	20/12/2023	✓ To be due	
Invoice	0970134385	€ 1.234.567	EUR	05/10/2023	20/01/2024	✓ To be due	
Invoice	0970140110	€ 1.234.567	EUR	27/10/2023	20/01/2024	✓ To be due	
Invoice	0970143348	€ 1.234.567	EUR	14/11/2023	20/02/2024	✓ To be due	
Credit note	0970145689	€ 1.234.567	EUR	24/11/2023	20/02/2024	✓ To be due	
Invoice	0970146022	€ 1.234.567	EUR	27/11/2023	20/02/2024	✓ To be due	
Invoice	0970146551	€ 1.234.567	EUR	28/11/2023	20/02/2024	✓ To be due	

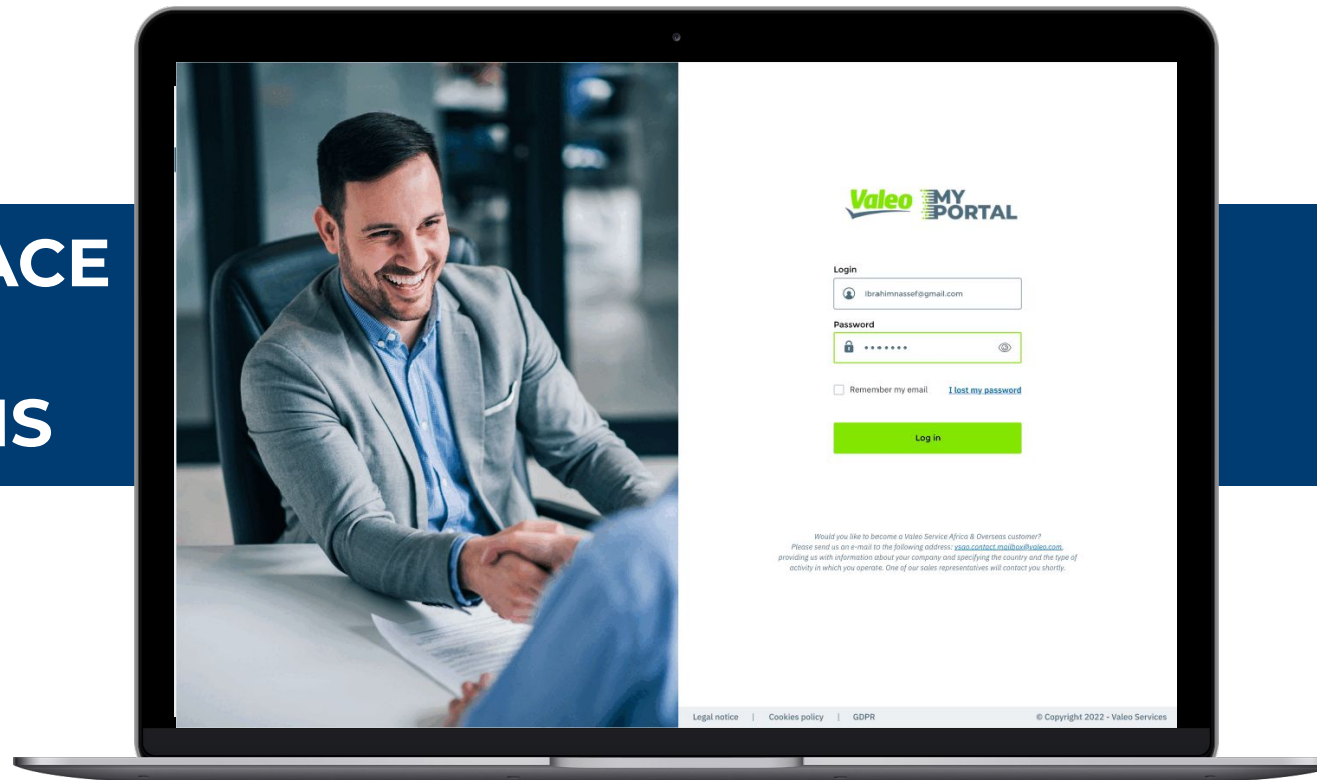
1 - 10 of 12 items | 1 of 2 pages | < >

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

Sales Development

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS



3.Sales Development Opportunities

Click on 'Sales development opportunities' in main menu

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'

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

Click the 'See more information' link to open a specific opportunity details.



Sales development opportunities

[back to opportunities](#)



ROTATING

Valeo - PROMOTION poulies roue libre alternateurs - TN

From: 01-10-2023 To: 01-10-2023

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

de remise pour toute commande de plus de pièces*

le 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


Objective turnover (€)	
Objective quantity	


Skipped

PROMOTION

For more information, contact your sales representative


Valeo contact

 [Redacted]

 [Redacted]

Valeo campaign number: CC-102998

Order now

 [Valeo - gamme poulies roue libre alternateur - TN_EXCEL_X](#)

Quantitative objectives table (3):

Objective turnover (€)	
Objective quantity	

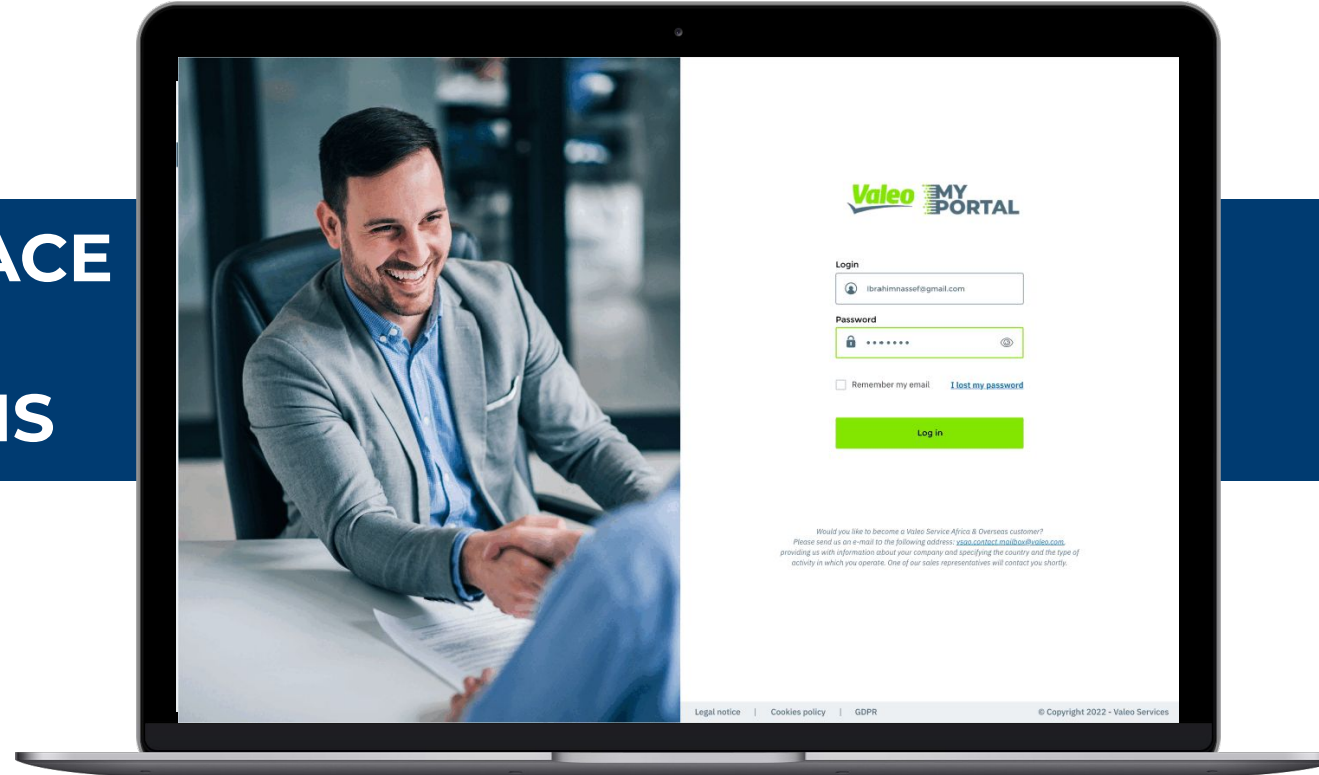
Order now button (5)

Download link (4)

Claims

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS

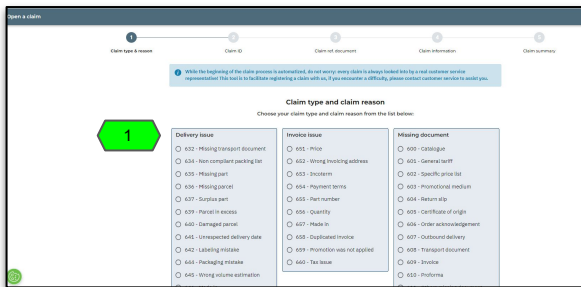


4. Open a claim 1/3

Go to main menu 'Claims, Requests & Warranty' and select 'Open a claim'



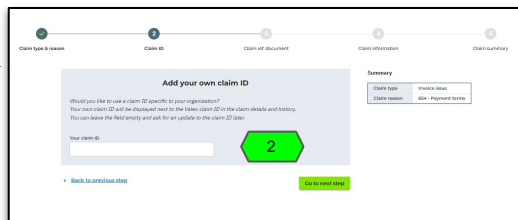
1. Select **claim type & reason**.
2. Add Customer **Claim ID** is optional. This is not the Valeo Claim ID, it is the number which customer can choose to put for the sake of their own CRM classification.
3. Provide **reference document number**. Up to 3 choices can be displayed (delivery note, invoice,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



Claim type and claim reason

Choose your claim type and claim reason from the list below:

Delivery issue	Invoice issue	Missing document
<input type="radio"/> 632 - Missing transport document	<input type="radio"/> 651 - Price	<input type="radio"/> 605 - Catalogue
<input type="radio"/> 634 - Non compliant packing list	<input type="radio"/> 652 - Wrong invoicing address	<input type="radio"/> 605 - General tariff
<input type="radio"/> 635 - Missing part	<input type="radio"/> 653 - Invoice item	<input type="radio"/> 602 - Specific price list
<input type="radio"/> 636 - Missing document	<input type="radio"/> 654 - Payment terms	<input type="radio"/> 603 - Promotional medium
<input type="radio"/> 637 - Surplus part	<input type="radio"/> 655 - Part number	<input type="radio"/> 604 - Return slip
<input type="radio"/> 639 - Parcel in excess	<input type="radio"/> 656 - Quantity	<input type="radio"/> 605 - Certificate of origin
<input type="radio"/> 640 - Damaged parcel	<input type="radio"/> 657 - Make to	<input type="radio"/> 606 - Order acknowledgement
<input type="radio"/> 646 - Unsuccessful delivery date	<input type="radio"/> 658 - Duplicate invoice	<input type="radio"/> 607 - Outdated delivery
<input type="radio"/> 642 - Labeling mistake	<input type="radio"/> 659 - Promotion was not applied	<input type="radio"/> 608 - Transport document
<input type="radio"/> 644 - Packaging mistake	<input type="radio"/> 660 - Tax issue	<input type="radio"/> 609 - Invoice
<input type="radio"/> 645 - Wrong volume estimation		<input type="radio"/> 610 - Profile



Add your own claim ID

Would you like to use a claim ID specific to your organization?
Your own claim ID will be displayed next to the Valeo claim ID in the claim details and history.
You can leave the field empty and ask for an update to the claim ID later.

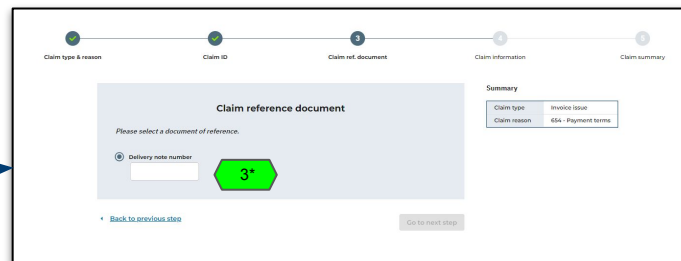
Your claim ID:

Summary

Claim type	Invoice issue
Claim reason	654 - Payment terms

Back to previous step

Continue step



Claim reference document

Please select a document of reference.

Delivery note number

Summary

Claim type	Invoice issue
Claim reason	654 - Payment terms

Back to previous step

Go to next step

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

1 For a case of Quantity, we recommend providing us with the following information:

- Part number table
- Comment
- Attachments

1 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*

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 | < > >|

1 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 and reason | Claim ID | Claim information | Claim summary

Claim information

1 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 unit 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

1 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

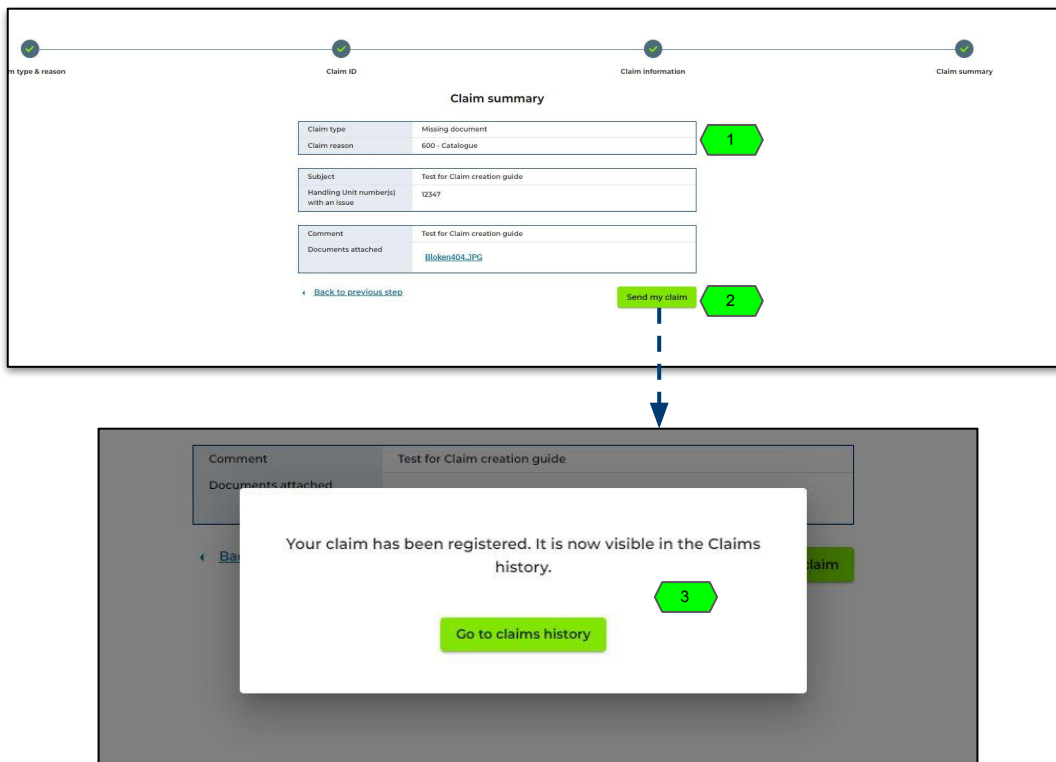
8

Back to previous step | Go to next step

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.



← Claim History

Go to main menu 'Claims, Requests & Warranty'
and select 'Claim history'



1. Actions column: Looking glass redirect to the **Claims details** of the row
2. **Claim status & Decision** can 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

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.

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



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
▶

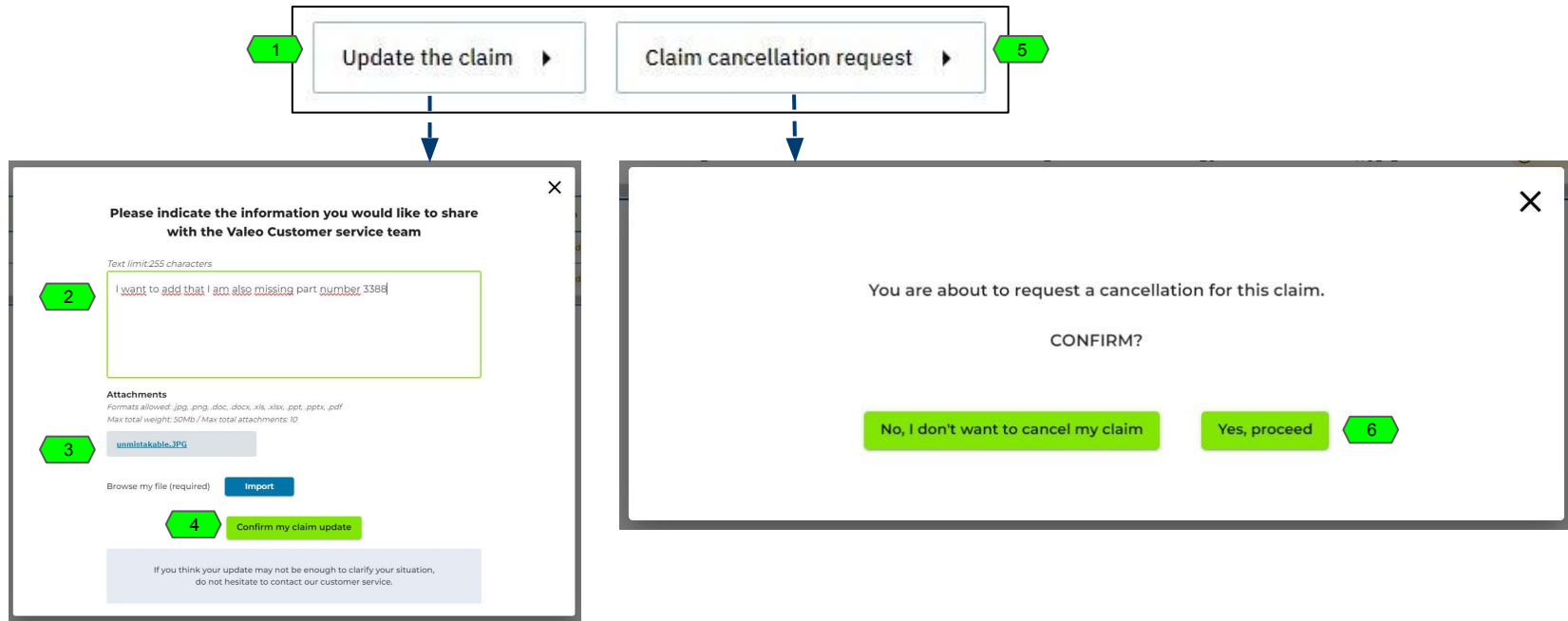
Pending

Valeo claim ID	01171669
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	
Claim subject	
Problem description	
Attachments	↓ MyVal...

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

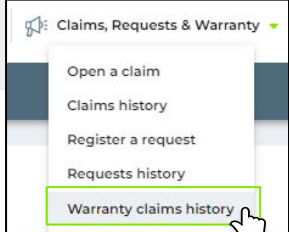
← Claim Details (2/2) - Update the claim / Claim cancellation request

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 customer cannot cancel the claim itself, the claim cancellation request is sent to Valeo Customer Service and they perform the action.



4. Warranty claims history

Go to main menu 'Claims, Requests & Warranty' and select '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)

Filters

Customer claim ID

Valeo claim ID

Reference document

Creation date

Valeo P/N

Status
All statuses

Decision
All decisions

Credit note number

[Clear filters](#)

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	<i>i</i>	1	Z01 - Technical Warranty	X Closed	✓ Accepted	
01113246	61346185	0093311592	27/09/2023	805600	<i>i</i>	1	Z01 - Technical Warranty	✓ Created	✓ Accepted	
01113247	61346185	0093311592	27/09/2023	805600	<i>i</i>	1	Z01 - Technical Warranty	⌚ In progress	✓ Pending	
01113248	61346185	0093311592	27/09/2023	805600	<i>i</i>	1	Z01 - Technical Warranty	⌚ Waiting for Customer	✓ Pending	
01113249	61346185	0093311592	27/09/2023	805600	<i>i</i>	1	Z01 - Technical Warranty	⌚ Waiting for Supplier	✓ Pending	
01113250	61346185	0093311592	27/09/2023	805600	<i>i</i>	1	Z01 - Technical Warranty	X Closed	✓ Accepted	
01113251	61346185	0093311592	27/09/2023	805600	<i>i</i>	1	Z01 - Technical Warranty	X Cancelled	X 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

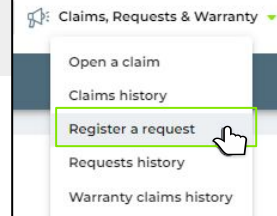
Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS



4. Register a request

Go to main menu 'Claims, Requests & Warranty' & select '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

Valeo MY PORTAL

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

Register a request

Select your request reason

1

Electronic system flows

- Activate emailed documents - Order Acknowledgement / Delivery Note / Portfolio
- Activate Stock Files - FTP server
- Activate Teccom/electronic/web flows
- Electronic order support
- Activate electronic invoice documentation

Falling in Operations

- Critical Customer Backlog
- Lack of Technical Support
- Technical report not accepted
- Timing to close Warranty Process

Financial topic

- Account Statement or account balance request
- Core Balance Status
- Credit Note
- Customer credit limit request
- Incorrect price / rebate
- Open Marketing Support Invoices

Legal document / Certificate

- Annual Contracts / Signatures
- Certificate of Distribution
- Long Term Supplier Declaration
- Other certificate
- Product Safety Data Sheet
- Valeo Service ISO Certificate or Supplier IATF

Marketing support

- Product presentation
- Request for marketing material
- Web solution support

Other

- New portal user creation request
- Other

Product information

- Crosslist Request
- Product Data Information - Technical
- Product Data SAP
- Stock Profile Request
- Tec-Doc information issue

Report / List

- Performance data report
- Price List request
- Quotation request
- Sales Promotions request

Training request

- Training request

Transport request

- Availability request
- Express delivery cost request
- New ship-to address
- Open order portfolio request
- Transport cost request

Request subject

Text limit: 255 characters

Enter Subject here

2

Describe details

Text limit: 255 characters

Describe your request here

Register a request

3

Valeo MY PORTAL

ADMINISTRATOR SETTINGS

NEWS | TECHNICAL TRAININGS | FAQ | CONTACT US

General terms of use | Cookies policy | Privacy policy

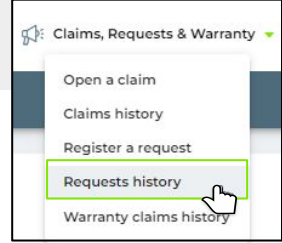
© Copyright 2022 - Valeo Service



4. Request history

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

Go to main menu 'Claims, Requests & Warranty' and select 'Request history'














Valeo MY PORTAL

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

Requests history

Register a Request 3

Request reason	Creation date	Request status	Actions
Performance data report	08/06/2023	Open	 1
Sales Promotions request	06/06/2023	Open	 2
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	
Sales Promotions request	16/05/2023	Open	
New portal user creation	16/05/2023	Open	

1 - 10 of 137 items | 1 of 14 pages | < > >>



4.Request details

Click the looking glass at the end of each row on the Request history screen to display the 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](#)

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

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

General terms of use | Cookies policy | Privacy policy

© Copyright 2022 - Valeo Service

Stock Availability

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS



5. Stock availability check per P/N (1/2)

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 screenshot displays the Valeo MY PORTAL interface. At the top, there is a navigation menu with options: Products & Prices, Order, Delivery & Invoices, Sales development opportunities, and Claims, Requests & Warranty. A user profile icon is visible in the top right corner. The main content area is titled 'Welcome to My Valeo Portal, christophe'. Below this, there are sections for 'Order history' and 'Outstanding orders'. A 'Delivery history' section is also visible at the bottom. A pop-up window titled 'Stock availability check per P/N' is centered on the screen. The pop-up contains an information message: 'P/N stock availability is displayed for the minimum order quantity of the product'. Below this, there are two input fields: 'Valeo P/N' and 'Choose a ship-to address (required)'. The 'Choose a ship-to address' field has a search icon and the text 'Search per city'. A 'Check' button is located at the bottom of the pop-up. In the background, a sidebar on the right contains a button labeled 'Stock availability check per P/N' which is highlighted by a mouse cursor. Below this button, there is a message: 'There are no active campaigns right now. Request one right here!' and a 'Register a request' button. Further down, there is a 'What's new' section with a 'See all news' link and a news card for 'VALEO FULLPACK DMF OFFER EXTENDS AT A' dated 31.10.2023.

5. Stock availability check per P/N (2/2)

Various data display scenarios are possible

Positive scenario with P/N active and end of stock

Stock availability check per P/N

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

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

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

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 LII	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

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

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.

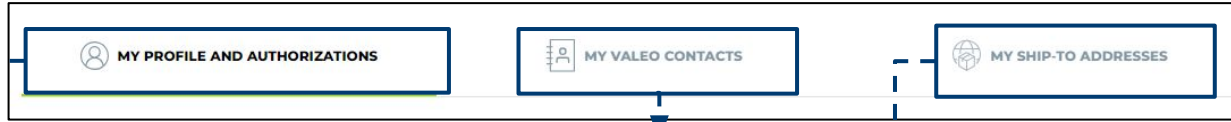
You can ask for more details [Contact your Valeo Service Team](#)

Profile

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS





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**

Newsroom

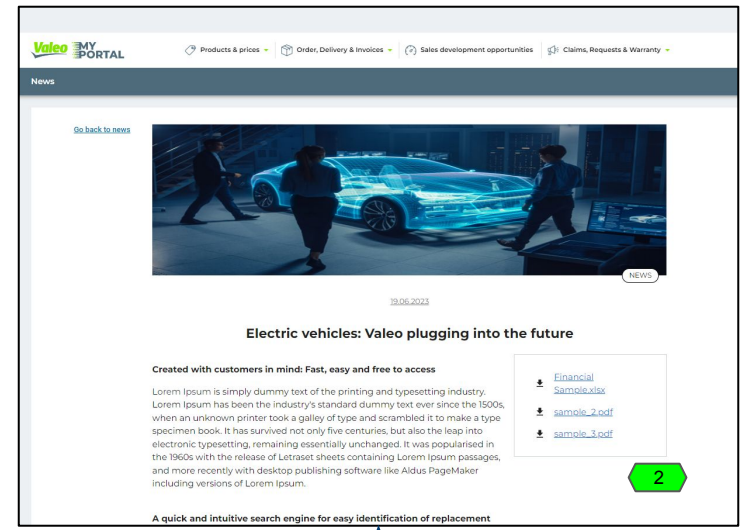
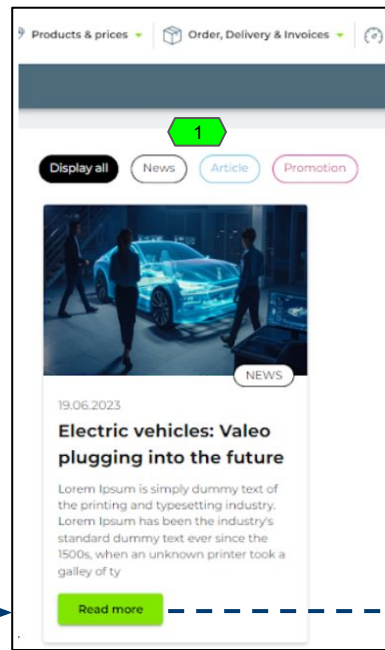
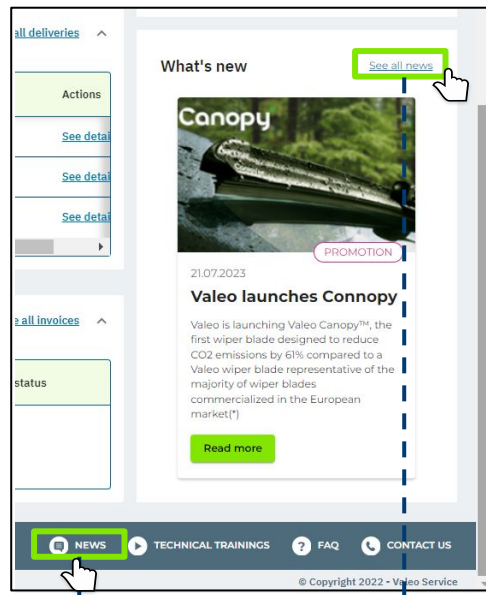
Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS





1. Newsroom filter (News, Article, Promotion)
2. You can download attachment for more information



Admin

Access Active Product Catalog for US and Mexico

DIGITAL INTERFACE
CONNECTING
VALEO SYSTEMS



7. Administrator settings: Admin Panel

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.

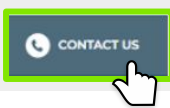
The screenshot displays the 'Admin Panel' interface. On the left, there are sections for 'Organization' (Said to name, Active users in organization: 20), 'Current administrator(s)', and 'Action log'. The main area features a table of users with columns for 'User email', 'Authorizations', 'Last connection', 'User status', and 'Account actions'. Three users are listed: one with status 'Active' and icons for 'B', another with status 'Active' and icon 'A', and a third with status 'Suspended by VS Division' and icon 'C'. A dashed arrow points from the 'Action log' section to a detailed view of the log, which shows a table of actions performed by 'All administrators' on 28/11/2023 and 27/11/2023.

Organization:	User:
Active users in organization: 18	All administrators
Current administrator(s):	

Action	Date & time	User
DXC Team authorization(s) updated: Added: ORDER_ENTRY	28/11/2023 02:10	
DXC Team authorization(s) updated: Added: PRICE_LIST Withdraw: INVOICES	28/11/2023 11:38	
DXC Team authorization(s) updated: Added: INVOICES	27/11/2023 05:14	

7.Contact us

Click 'CONTACT US' in the portal footer to display the pop-in with Valeo Account Team contacts



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

Valeo MY PORTAL

Welcome to My Valeo Portal, christophe

Total amount of backorders: € Total amount of future orders: € Total amount remaining to deliver: €

Delivery history

Delivery note	Customer PO number	Valeo order number
33587705	#70 TEST0629 1	113898422
33585451	FD 29032023	113896658
33561197	confirmation offre 20265523	113572134

Invoices

Type	Document number	Value
------	-----------------	-------

Contact us

Not finding what you are looking for?

Maybe **1** Register a request Or **2** Open a claim

If that is not the case, do not hesitate to make contact with your dedicated Valeo Service team.

3

SOUTH AFRICA Customer Service Hotline
English

ALGERIA Customer Service Hotline

CONTACT US

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**

Click 'FAQ' in the portal footer to display the 'Frequently Asked Questions' and the link to the 'User Guide'



Valeo MY PORTAL

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

FAQ

See our user guide

Got a question? We are here to answer! If you don't see your question here, please send us a question via the 'Open Request'

1 WARRANTY | CUSTOMER SERVICE | MARKETING

2 How to register a warranty claim?

To register a warranty claim, please use the system currently available or send it to us by email. We will soon make this function available in the "Claims, requests and warranty" module.

Valeo MY PORTAL | ADMINISTRATOR SETTINGS | NEWS | TECHNICAL TRAININGS | FAQ | CONTACT US

© Valeo 2022 - Valeo Service