

# USER GUIDE VALEO CUSTOMER WEB PORTAL

## Extranet.VALEOSERVICE.IT PORTAL

### 1. PORTAL LAYOUT AND FUNCTIONS FOR GUEST AND CUSTOMER

#### 1.1. # – Home Page

To enter in the customer web portal click on the following link:

<https://extranet.valeoservice.it>

ITALIAN and GREEK&BALKAN MARKET: Default Page for <https://extranet.valeoservice.it> URL or by clicking on flag icon



#### Home page visible also without login

Customers can access to:

- Valeoservice.it
- Techassist website
- On line and printable Valeo catalogue
- Video about Valeo APP or about Valeo brands

EN Version

TURKISH MARKET: Default Parage for <https://portal.valeo.com.tr> URL on by clicking on flag icon



Turkish Version

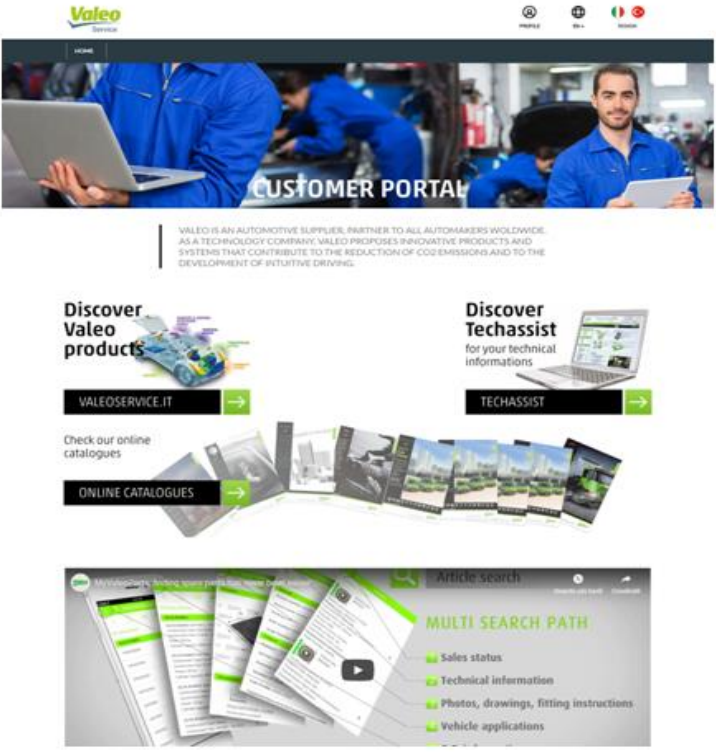
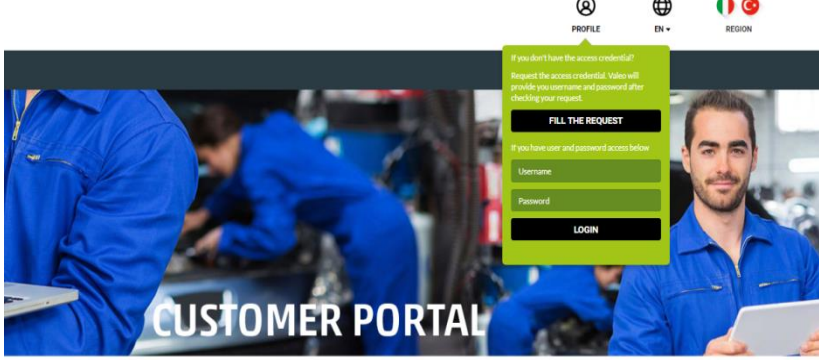
English Version

After authentication user will be redirected to language version in according to account language setting defined on SAP Portal

## 1.2. # – Portal Content and menu

View for **NOT AUTHENTICATED** user (Guest)

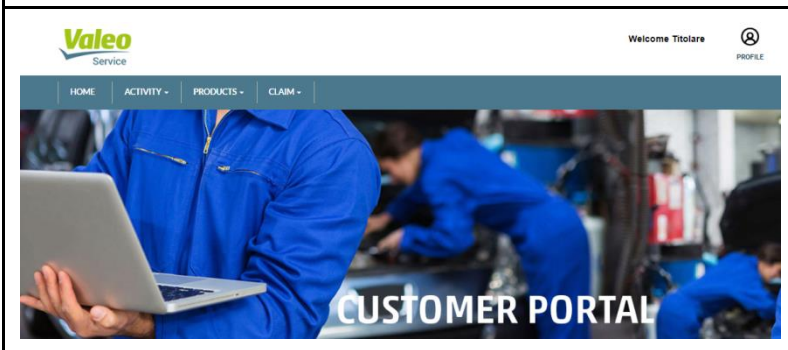
Menu for guest  
Possible to select country  
and language

	<p><b>Section “Home”</b>  <b>Welcome page:</b>  Is the site default page</p> <ul style="list-style-type: none"> <li>- <i>Link to Valeoservice.it</i></li> <li>- <i>Techassist site</i></li> <li>- <i>Valeo online catalogue</i></li> <li>- <i>Video about Valeo world</i></li> </ul>
	<p><b>Autenticazione “Home”</b>  <b>Customer login in page:</b>  User and password requested</p>

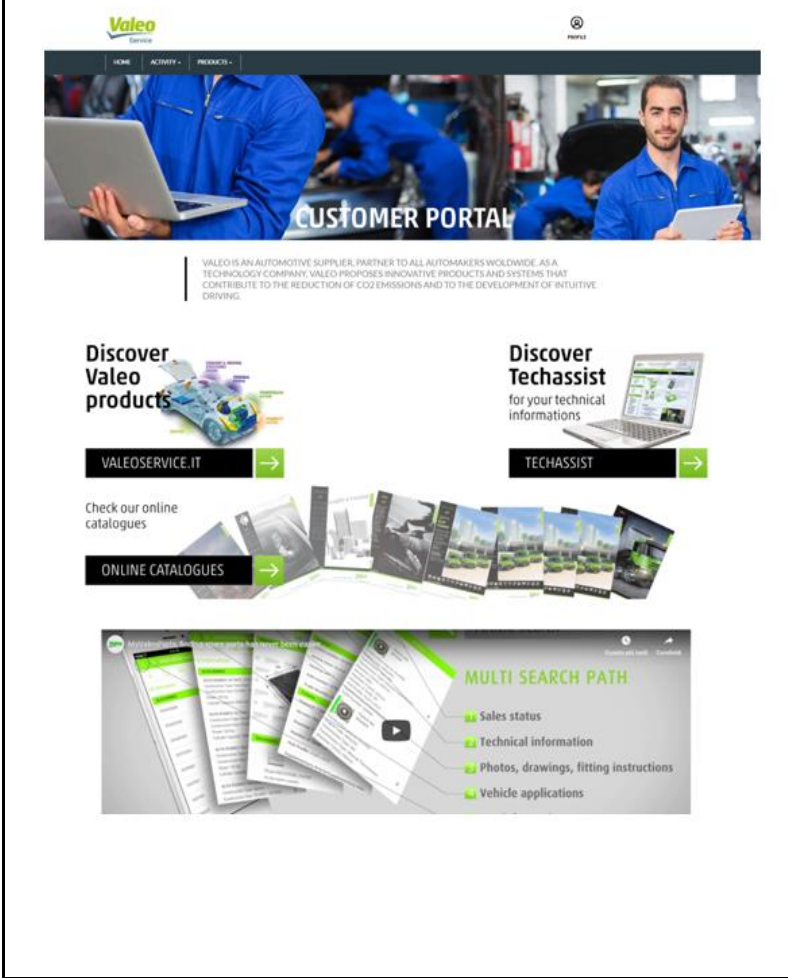
To enter in the customer web portal click on the word “PROFILE” and insert your **USER** and **PASSWORD**.

If you don’t have them, please contact your Valeo sales representative to have support.

**View for AUTHENTICATED user (Customer)**



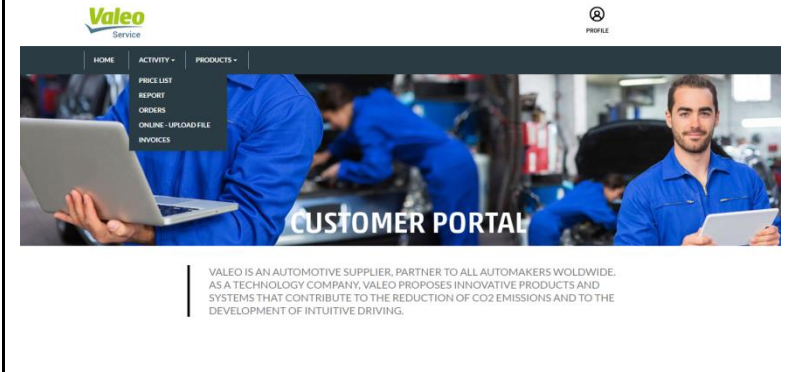
**Menu for Customer**



**Section "Home"**  
**Welcome, Catalog, and Customer area**

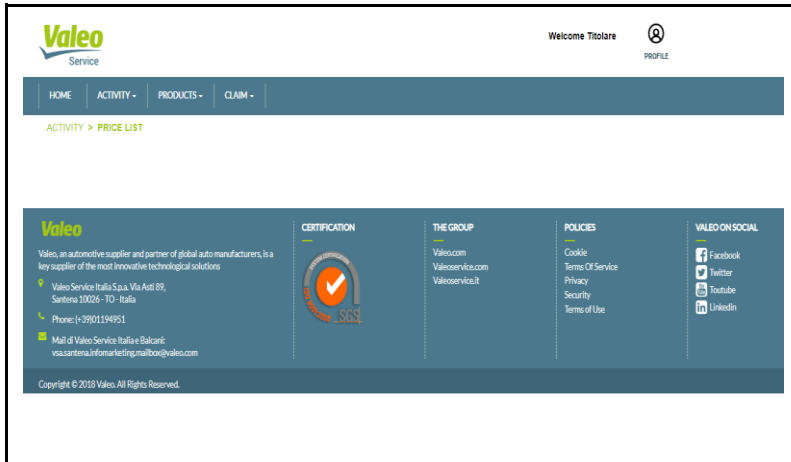
**Welcome page:**  
Is the site default page

- *Link to Valeoservice.it*
- *Link to Techassist site*
- *Valeo online catalogues*
- *Video about Valeo*



**Section "Activity"**  
Useful information for customer daily activity:

- Price lists
- Report for customer
- Order
- Upload Order with file
- Invoices
- Warranties

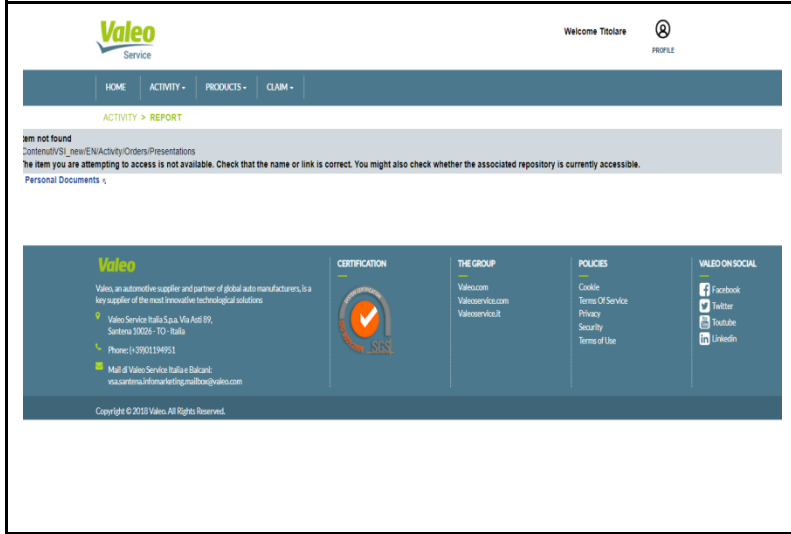


**Section “Activity”:**

**Price list:**

- contains Price lists

Price list will be visible by country



**Section “Activity”**

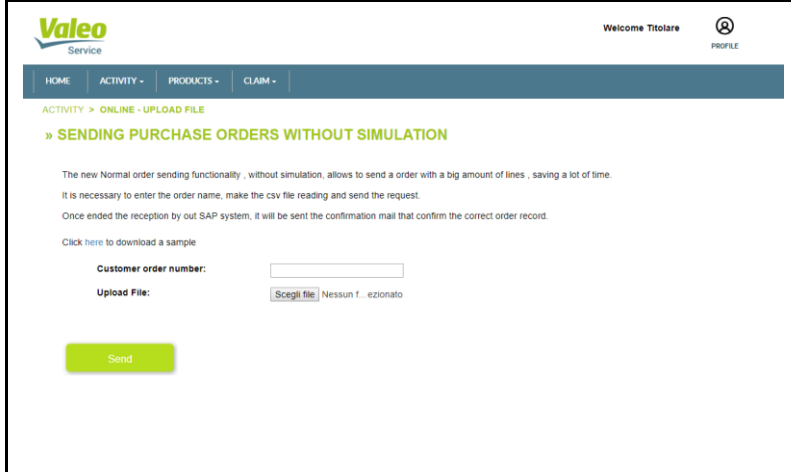
**Report page:**

contains reporting about order activity for customer.

Page contains a SAP object that shows link to view report created by SAP BW (CS).

**Note:**

Password for logging to server BW is not required because Web Portal has a Single Sign On system.



**Section “Online Upload File”**

**Orders page:**

allows to send a “normal” order with a big amount of lines without simulation. Order can be performed entering an order number and uploading a csv file in according to sample proposed.

**Valeo Service**

Welcome Titolare PROFILE

HOME ACTIVITY PRODUCTS CLAIM

ACTIVITY > INVOICES

» INVOICE LIST

In this section you will find the invoice documents and the credit entry documents issued by Valeo Service in the time selected. To verify documents issued in other periods, please modify the selection. You can download the documents in PDF version, just by clicking on Download button. If you need your document in csv or excel you can use the report just putting the number of the document you need. For further information or questions you can always contact your Sales responsible.

FROM 13/02/2019 TO 13/02/2019

Non sono presenti fatture per la data selezionata

**Section “Activity”**  
**Invoices** page: list of the invoices of the customer. Possible to search by issue date and download them

**Valeo Service**

Welcome Titolare PROFILE

HOME ACTIVITY PRODUCTS CLAIM

ACTIVITY > WARRANTY

» WARRANTIES MANAGEMENT

**WARRANTY request**  
 This request will allow you to ask for the credit note issue for the recognition of the warranty, verified by our technician, during his visit at your premises.

Warranty Return Management Form  
 Goods Return INSTRUCTIONS

Warranty Request Without return of Goods

**Section “Activity”**  
**Warranty** page: contains information and links to require support for products warranty or return. This functionality is managed by SAP ISA system.

See Warranty paragraph for more details.

**Note:**  
 Password for logging to server ISA is not required because Web Portal has a Single Sign On system.

**Valeo Service**

HOME ACTIVITY PRODUCTS CLAIM

PROMOTIONS  
 ONLINE CATALOGUE  
 MONTHLY PROMOTIONS  
 VALEO CATALOG

**Section “Products”**  
 Contains marketing information about launch of new products - montly updated – promotions, Valeo catalogue, and Valeo on line and printable catalogues

**Valeo Service**

Welcome Titolare PROFILE

HOME ACTIVITY PRODUCTS CLAIM

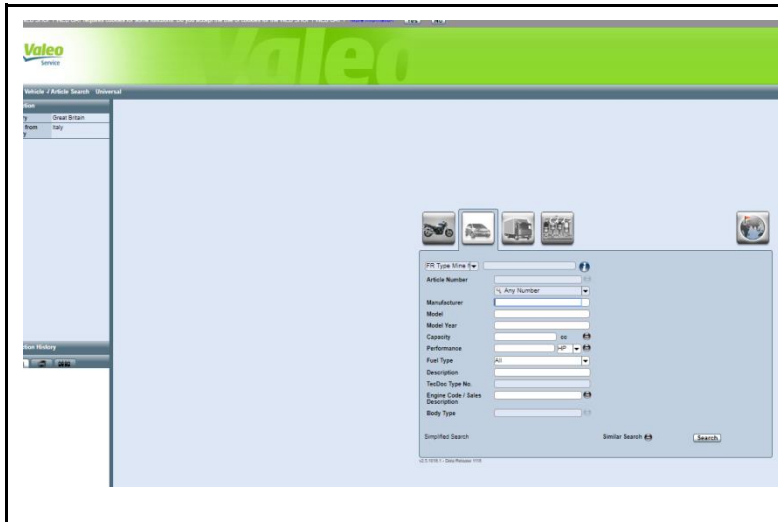
PRODUCTS > NEW PRODUCTS

**Cancellation of several Thermic Motor & Fan References**  
 Cancellation of several Thermic Motor & Fan References [>>Continue](#)

**New packaging for Valeo Cabin Air Filter**  
 Clearly pure benefits with Valeo Cabin Air Filters- a new carton packaging for ClimFilter™ range Valeo cabin air filters known for their excellence in quality and wide Original Equipment presence now accomplishes its filtration expertise within a clear & differentiating packaging dedicated to the aftermarket. The increasing pollution and importance in the "health" protection through cabin air filters is the more and more vital. With always proactive Valeo... [>>Continue](#)

**NU-LOK™**  
 The new generation of anti-noise braking solution  
 NU-LOK™ is the new generation of enhanced performance anti-noise shims, which provide a secure attachment to the pad plate. NU-LOK™ is specifically designed to cover all the contact points of the plate to caliper flt. Thanks to its geometry...

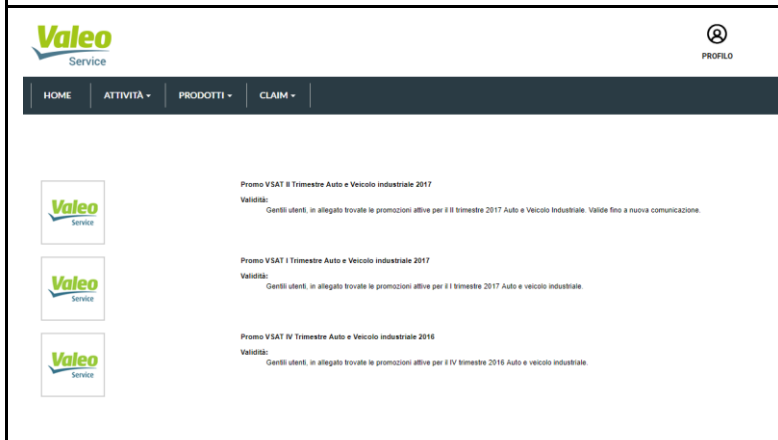
**Section “Products”**  
**New Products** page: contains marketing information about launch of new products - montly updated



### Section "Products"

#### Online Catalog :

Click and land on **TECDOC** page to search references



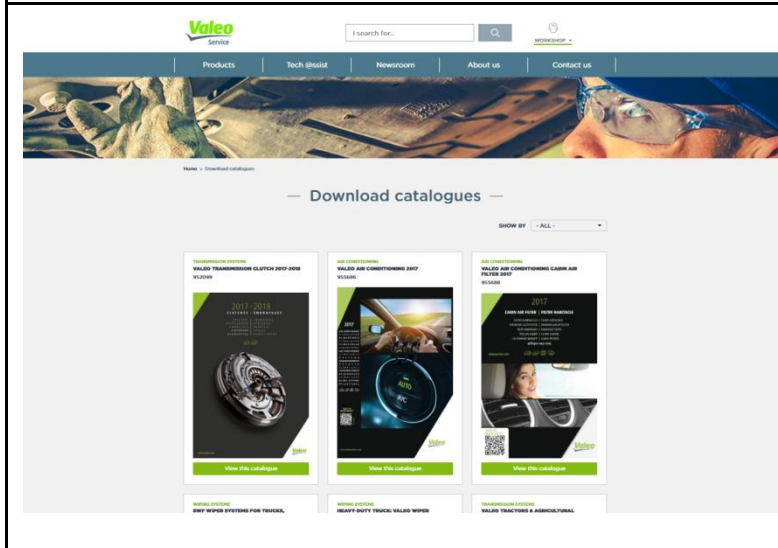
### Section "Products"

#### Montly Promotions page:

contains monthly promotions for the customer presented during Sales Book

#### Note:

Promotion will be different by country/customers




### Section "Products"

#### Valeo Catalogue:

Click and land on catalogue page of valeoservice.uk where you will find the list in English of all Valeo catalogue available. From there you are able to download them

**Valeo**  
Service

Welcome Titolare  PROFILE

HOME ACTIVITY PRODUCTS CLAIM

CLAIM > PRODUCT ERROR

**» PRODUCT ISSUE**

This is the dedicated area on which is possible to report us an anomaly about order entry mistakes, delivery mistakes, invoice issues. The data entered will be verified with priority in order to speed up the resolution.

Please, fill the form below, indicating:

- Where the anomaly has been found → on order confirmation, on delivery note or invoice
- What kind of anomaly has been found → product issue, missing qty, damaged product, product not present on delivery note
- Document number and product reference involved (in case of one reference only)

If you need to report a list of references or documents, please fill the form here attached, and send it to us by mail to antonio.sorrenti@valeo.com and marco.fieno@valeo.com

Attachment: [Fiche\\_de\\_reclamation\\_erreur\\_de\\_livraison\\_form.xls](#)

E-Mail address:

Where has the issue been find?

Document N°(only one entry)

Product reference (only one entry)


Anomaly description

Email attachment:  Nessun file selezionato

\* Completion rules : for claims with more than one document/products, please use the form "Non conformity report".

**Section "Claim"**  
**Product error, Price error, Missing document pages:**  
 section for claims.  
 Customer can get support on issues concerning products, prices or documents

**Valeo**  
Service

Welcome Titolare  PROFILE

HOME ACTIVITY PRODUCTS CLAIM

CLAIM > PRODUCT ERROR

**» PRODUCT ISSUE**

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Product reference (only one entry)


Anomaly description

Email attachment:  Nessun file selezionato

\* Completion rules : for claims with more than one document/products, please use the form "Non conformity report".

**Section "Claim"**  
**Product error form**

**Valeo**  
Service

Welcome Titolare  PROFILE

HOME ACTIVITY PRODUCTS CLAIM

CLAIM > PRICE ERROR

**» PRICE ISSUE**

This is the dedicated area on which is possible to report us an anomaly about price or discount issues found on orders or invoices. The data entered will be verified with priority in order to speed up the resolution.

Please, fill the form indicating:

- Where the anomaly has been found → on order confirmation or on invoice
- What kind of anomaly has been found → product issue, missing qty, damaged product, product not present on delivery note
- Document number and product reference involved (in case of one reference only)

If you need to report a list of references or documents, please fill the form here attached, and send it to us by mail to antonio.sorrenti@valeo.com and marco.fieno@valeo.com

Attachment: [Fiche\\_de\\_reclamation\\_erreur\\_de\\_livraison\\_form.xls](#)

E-Mail address:

Where has the issue been find?

Document N°(only one entry)

Product reference (only one entry)

Anomaly description

Email attachment:  Nessun file selezionato

\* Completion rules : for claims with more than one document/products, please use the form "Non conformity report".

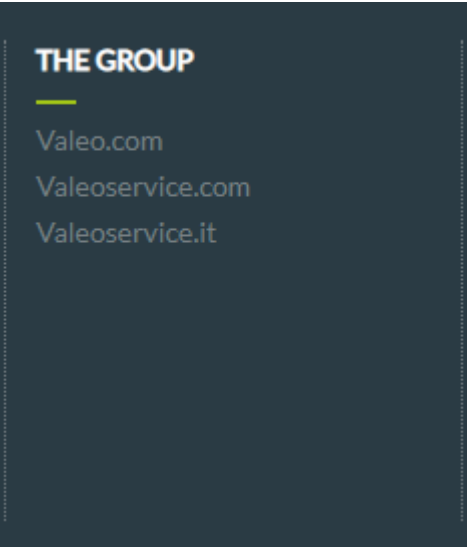
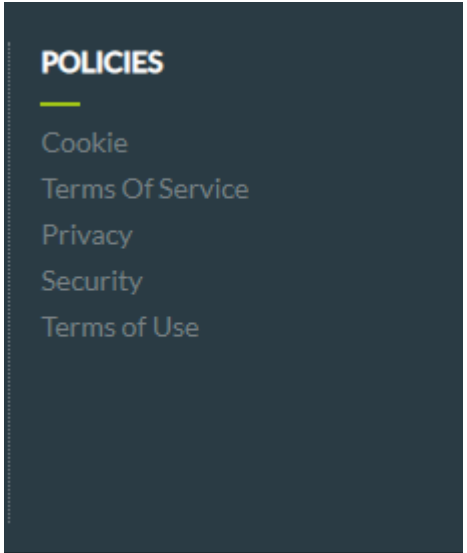
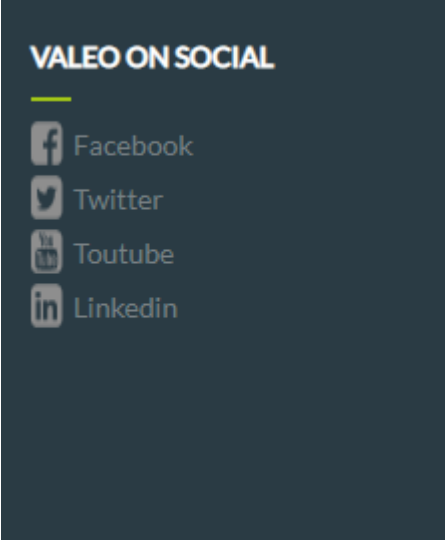
**Section "Claim"**  
**Price error form**



	<p><b>Section "Claim"</b> <b>Missing document form</b></p>

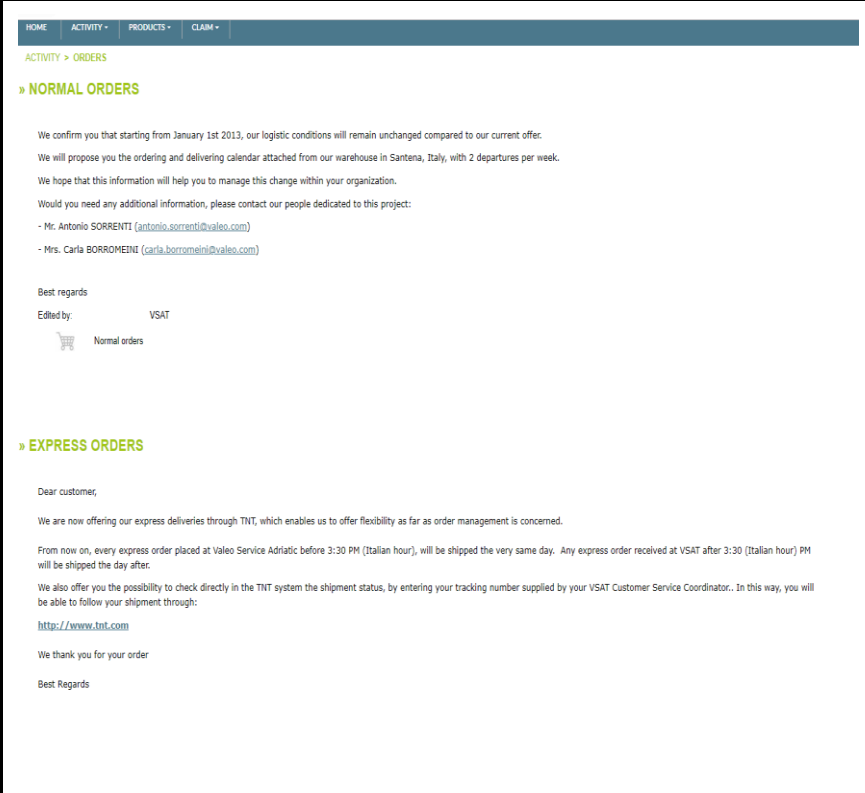
**1.3. # – Footer**

	<p><b>Footer menu for guest and customer</b></p>
	<p><b>Valeo informations:</b></p> <ul style="list-style-type: none"> <li>- Address</li> <li>- Contacts</li> </ul>

 <p><b>THE GROUP</b></p> <ul style="list-style-type: none"><li>Valeo.com</li><li>Valeoservice.com</li><li>Valeoservice.it</li></ul>	<p><b>The GROUP</b></p> <p>Main websites about Valeo</p>
 <p><b>POLICIES</b></p> <ul style="list-style-type: none"><li>Cookie</li><li>Terms Of Service</li><li>Privacy</li><li>Security</li><li>Terms of Use</li></ul>	<p><b>POLICIES</b></p> <p>Legal notes</p>
 <p><b>VALEO ON SOCIAL</b></p> <ul style="list-style-type: none"><li>Facebook</li><li>Twitter</li><li>Toutube</li><li>LinkedIn</li></ul>	<p><b>Links to VALEO SOCIAL networks</b></p>

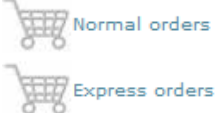
## 1.4. # – Details Shopping Basket (only for Customers account)

Main page on SAP Portal



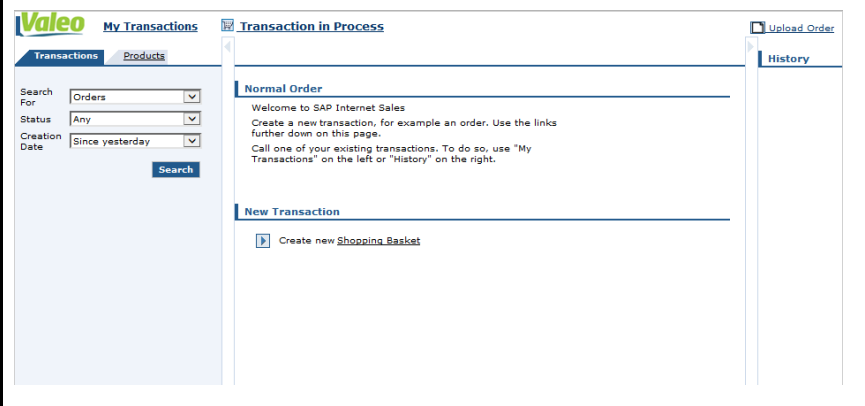
Customer can choose what kind of order do by clicking on the links proposed by account configuration.

For example:



After click on “Normal order” or “Express order” another window will be open on Shopping Basket area managed by SAP ISA system. No password is required because Web Portal uses a Single Sign On system.

Main page on SAP ISA



Contains shopping terms and information. To create a new order, customer has to click on the link “**Create new Shopping Basket**”.

**Shopping Basket page:**

**No items in the shopping basket**

**Shopping Basket: In Process**

Your Reference:  Total Price Net: 0,00 EUR  
[Calculate total](#)

Deliver To:

Delivery Type:

Requested Delivery Date:

**Data**

Item	Product	Quantity	Unit	Description	Delete
<input type="checkbox"/>	801086	15			
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

5 New Items

Customer insert Order Rf. Number, Product code and Quantity, then click on **“Update”** button.

**Note:** In case of **“Express Order”** you can enter up to 5 products

**Shopping Basket: In Process**

Your Reference:  Total Price Net:   
[Calculate total](#)

Deliver To:

Delivery Type:

Requested Delivery Date:

**Shopping Basket: In Process**

Your Reference:  Total Price Net:   
[Calculate](#)

Deliver To:

Delivery Type:

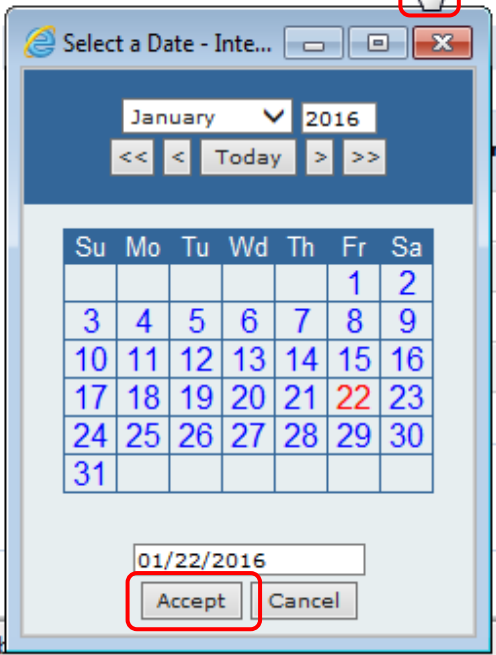
Requested Delivery Date:

Customer can choose **Deliver Address** (if in database is more than one)

or **Deliver Type** (if more than one available)

It's possible to change the **Request Delivery**

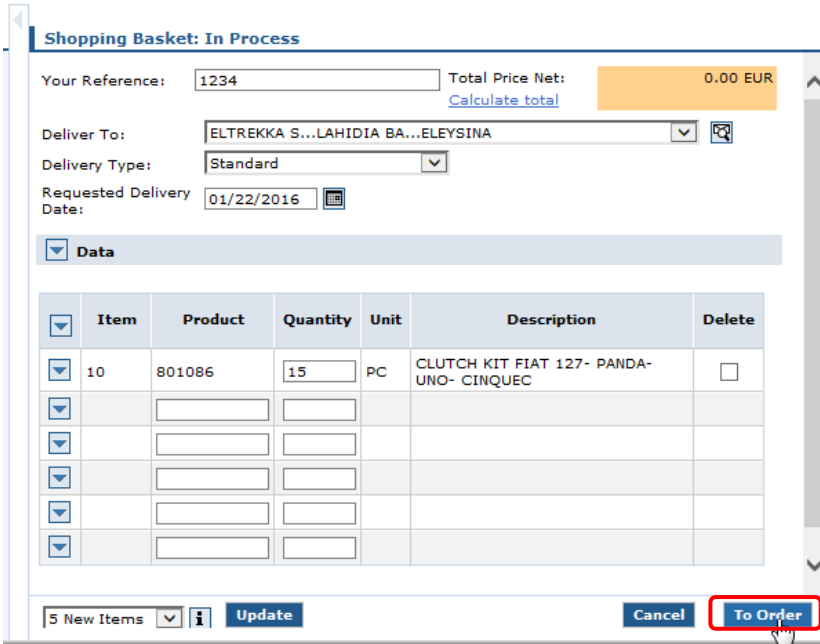
Deliver To: ELTREKKA S...LAHIDIA E  
Delivery Type: Express  
Requested Delivery Date: 01/22/2016



A calendar selection dialog box titled "Select a Date - Inte...". It shows the month of January 2016. The date 01/22/2016 is selected and highlighted in red. Below the calendar, there is a text input field containing "01/22/2016" and two buttons: "Accept" and "Cancel". The "Accept" button is also highlighted with a red box.

**Date** by clicking a calendar icon and, then, select date.

1 Item(s) to the value of 0.00 EUR



Shopping Basket: In Process

Your Reference: 1234 Total Price Net: 0.00 EUR  
[Calculate total](#)

Deliver To: ELTREKKA S...LAHIDIA BA...ELEYSINA  
Delivery Type: Standard  
Requested Delivery Date: 01/22/2016

**Data**

Item	Product	Quantity	Unit	Description	Delete
10	801086	15	PC	CLUTCH KIT FIAT 127- PANDA- UNO- CINQUEC	<input type="checkbox"/>

5 New Items

To proceed with the order customer needs to make the **order simulation** by clicking on "To order" button.

1 Item(s) to the value of 827.85 EUR

Your Shopping Basket as an Order

Here you can order goods or continue shopping  
 Your Reference Number: 1234  
 Total Price Net: 827.85 EUR  
 Taxes: 0.00 EUR  
 Total Price Gross: 827.85 EUR

Default Delivery Settings For Items

Delivery address: ELTREKKA S...LAHIDIA BA...ELEYSINA  
 Shipping conditions: OTEC  
 Requested Delivery Date: 01/22/2016

Data

Item	Product	Quantity	Description	On	Total Price Unit price	Base	CC	Cust
10	801086	15 PC	CLUTCH KIT FIAT 127- PANDA- UNO- CINQUEC	01/28/2016 02/26/2016	827.85 EUR 55.19 EUR / 1 PC	129,30 EUR	56.00%	

Delivery address: ELTREKKA S...LAHIDIA BA...ELEYSINA  
 Requested Delivery Date: 01/28/2016

Continue Shopping Order

Item	Product	Quantity	Description	Avail.	On	Total Price Unit price	Base	CC	Customer	Promo	Others
10	43273	1 PC	RL OPEL Meriva 2006/01 R LHD/RHD	●	11/28/2018	57.61 EUR 57.61 EUR / 1 PC	55,32 EUR	56.00%			3.00%

Item	Product	Quantity	Description	Avail.	On	Total Price Unit price	Base	CC	Customer	Promo	Others
10	43273	100 PC	RL OPEL Meriva 2006/01 R LHD/RHD	⚠	11/28/2018 01/07/2019	2,475.00 EUR 225.00 EUR / 1 PC	55,32 EUR	56.00%			3.00%

Item	Product	Quantity	Description	Avail.	On	Total Price Unit price	Base	CC	Customer	Promo	Others
10	801086	1 PC	CLUTCH KIT FIAT 127- PANDA- UNO- CINQUEC	■	11/28/2018 01/07/2019	41.15 EUR 0.00 EUR / 1 PC	96,40 EUR				

After the simulation shows the preview of the order.

To proceed with order the customer has to click on "Order" button.

To continue shopping has to click on "Continue Shopping" button.

Note: In case of "Express Order", the availability of products will be checked.

● product available

⚠ product partial available

■ product not available

Utility - Research

**Valeo My Transactions**

Transactions Products

Search For: Orders

Status: Any

Creation Date: Since yesterday

Search

16 Documents Found

Status	Transaction	Date	Your Referenceno.
Open	<a href="#">5882837</a>	01/19/2016	M484490
Completed	<a href="#">5881453</a>	01/18/2016	Trucks Catalog 2016
Open	<a href="#">5878712</a>	01/18/2016	X484190
Open	<a href="#">5878710</a>	01/18/2016	X484180

**Valeo My Transactions**

Transactions Products

Search For: Orders

Status: Any

Creation Date: Open, Completed

Search

10 Documents Found

Status	Transaction	Date	Your Referenceno.
Open	<a href="#">5882837</a>	01/19/2016	M484490
Open	<a href="#">5878712</a>	01/18/2016	X484190
Open	<a href="#">5878710</a>	01/18/2016	X484180

**Valeo My Transactions**

Transactions Products

Search For: Orders

Status: Specific Date, In Period

Creation Date: Since yesterday, Last 7 Days, Last 30 Days, Last 12 Months

Search

16 Documents Found

Status	Transaction	Date	Your Referenceno.
Open	<a href="#">5882837</a>	01/19/2016	M484490
Completed	<a href="#">5881453</a>	01/18/2016	Trucks Catalog 2016
Open	<a href="#">5878712</a>	01/18/2016	X484190
Open	<a href="#">5878710</a>	01/18/2016	X484180

Transaction search:

- by **Orders** or by **Promotions** (if available)

- by **Status**

- by **Period**

**Products search:**

- by **Number** or by **Description**

**Utility - Upload order from file**

**Upload order:**

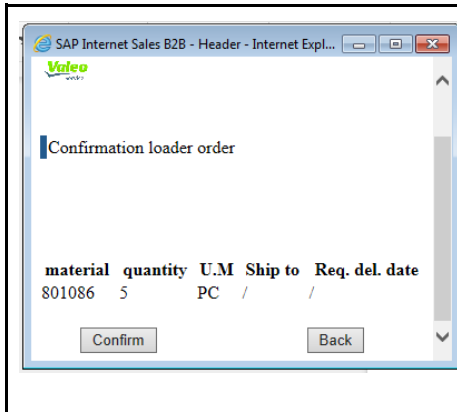
This function permits to create an order with multiple rows by uploading a file CSV previously created.

Example of file CSV

Choose file CSV and click **“Upload”** button

If data in preview are correct, click on





“Confirm” button

Shopping Basket will be shown.

## 1.5. # – Warranties and Return (only for Customers account)

**WARRANTY request**  
This request will allow you to ask for the credit note issue for the recognition of the warranty, verified by our technician, during his visit at your premises.

- Warranty Return Management Form
- Goods Return INSTRUCTIONS
- Warranty Request Without return of Goods

**Modulo Richiesta Reso Nuovo e/o Garanzia**

ISTRUZIONE per la compilazione del modulo richiesta di restituzione

Campi obbligatori per la registrazione della richiesta

Campi compilati in automatico inserendo il codice del materiale da restituire

- Inserire il codice del materiale che si intende restituire
- Inserire un numero di bolle (DDT) o fattura comprovante l'acquisto
- Inserire l'anomalia riscontrata o la motivazione della restituzione
- Per i prodotti MONTATI inserire: la data di montaggio/montaggio (formato: GG/MM/AAAA), l'utilizzo (km/fore) ed il tipo di veicolo (marca, modello ed anno immatricolazione)
- Per i prodotti danneggiati: indicare se pervenuti rotti e lo stato della confezione, nonché l'eventuale riserva riportata sulla bolle (DDT) al momento della ricezione (X-SI)
- Indicare la volontà di FRESA in caso di mancato indennizzo (X-SI)

RIGA	Materiale	Qta	U.M	N° DDT	N° Fattura	Anomalia	Data Mont	Data Smont	Utilizzo_Veicolo	Riserva DDT	Prodotto retto	Conf danneggiata	Resa
10	88706	1	PZ	88305835		Rotto	01/10/2013	02/03/2014	5500 FIESTA		X		
20	48330	1	PZ	88306439		Staffa Rotta	17/05/2012	27/06/2012	2200 PUNTO	X	X	X	
30	826212	1	PZ	8830634		Rigato	15/12/2012	31/01/2013	800 PANDA	X		X	
40	828142	1	PZ	88308019		Non funziona	20/04/2013	21/05/2013	1600 UNO		X	X	X
50	826887	1	PZ	88310482		Rotto	04/03/2012	31/03/2012	500 CORSA		X		
60	826567	1	PZ		694009137	Rotto	01/02/2013	28/02/2013	1200 FOCUS	X	X	X	X
70	45094	1	PZ	88311022		Staffa Rotta	06/04/2012	20/06/2012	1000 SODOL	X	X	X	
80	632003	1	PZ		694009136	Rigato	02/07/2013	15/09/2013	5000 GOLF			X	X
90	828111	1	PZ		694009135	Non funziona	01/02/2013	28/02/2013	1200 POLO		X		

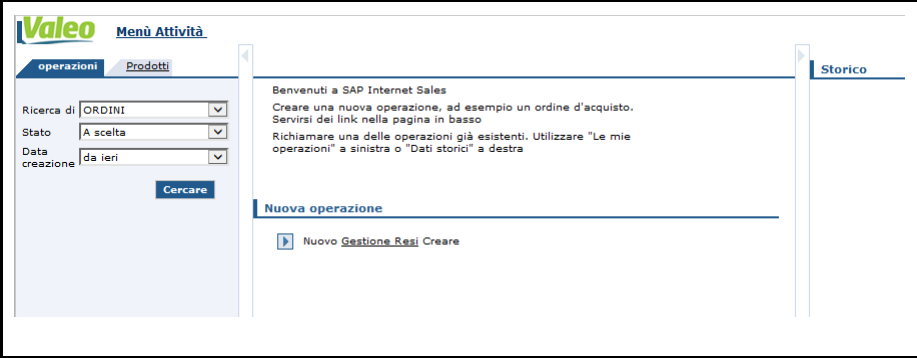
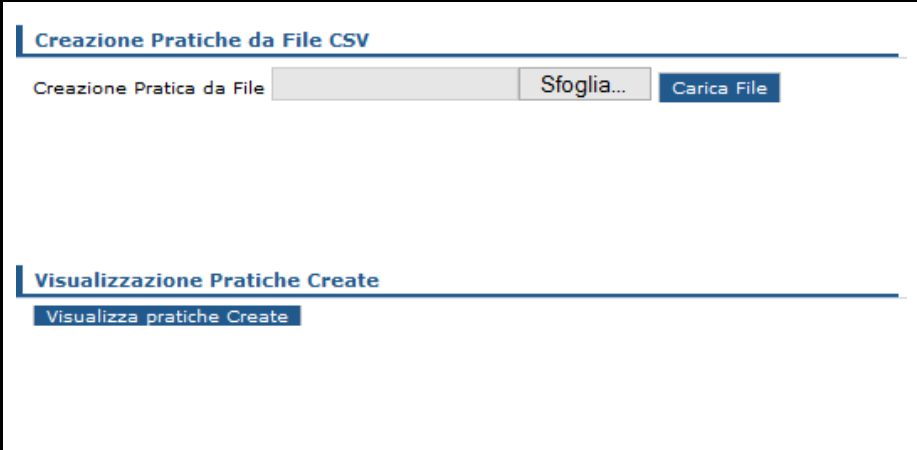
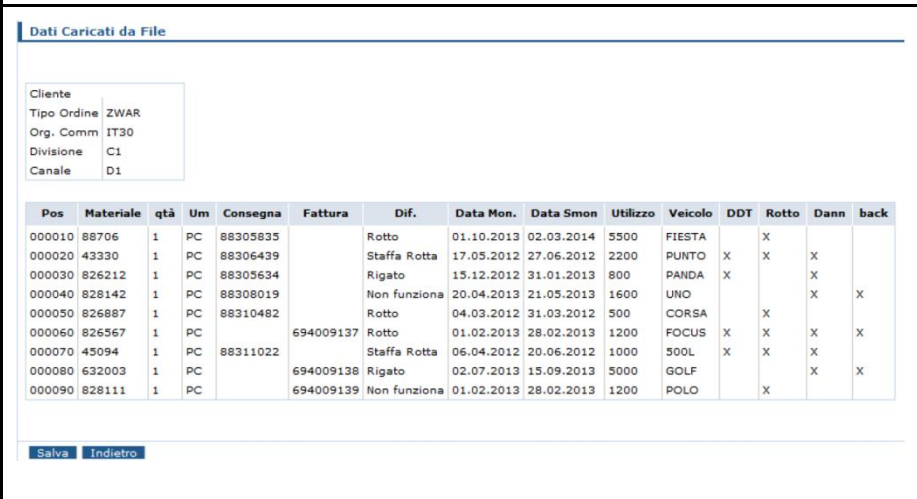
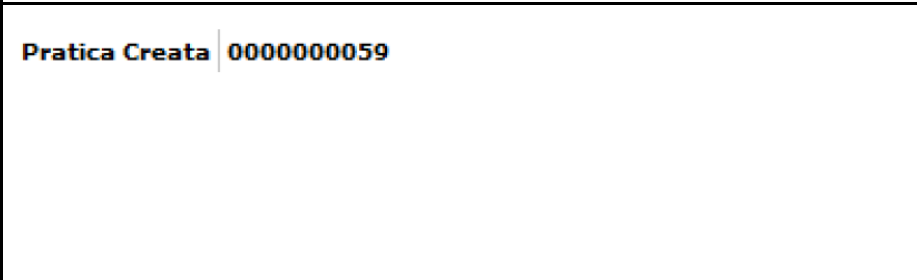
Customer can choose what kind of request do by clicking on the links proposed by account configuration.

For example:



After click another window will be open on Claim area managed by SAP ISA system. No password is required because Web Portal uses a Single Sign On system.

Before to open Claim area customer will has to download Template Excel File that will be exported in CSV and then uploaded in Claim area when requested.

	<p>To create a new return request, customer has to click on the link <b>“Create new Return Management”</b>.</p>																																																																																																																																																						
	<p>Upload the file CSV previously created by the Excel template.</p>																																																																																																																																																						
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	<p>System give <b>Procedure Number.</b></p> <p>An email will be sent to customer about request detail.</p>																																																																																																																																																						

We remind you that for any further support or question related to the web portal you can contact your sales representative.

Let’s work together, with Valeo!