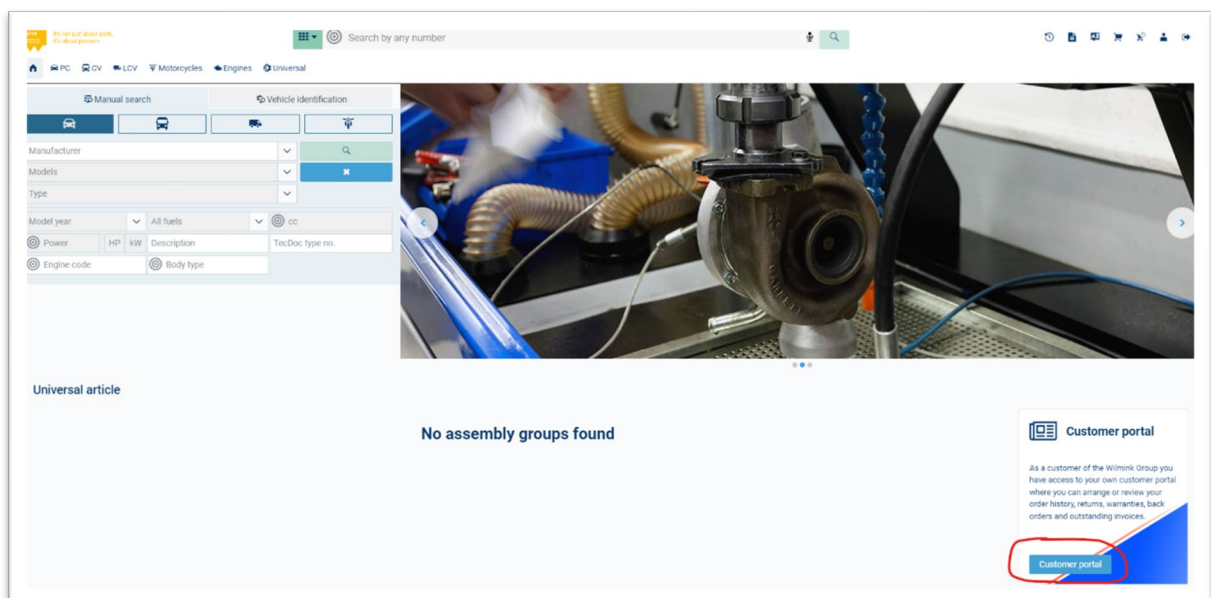**Customer Portal Manual**

Contents

1. **Logging in**
2. **Returns**
3. **Warranty requests**
4. **Purchase orders**
5. **Invoices**

This manual provides step-by-step instructions for the use and various functionalities of the MasterTurbo customer portal. If you have any questions, please contact our customer service.
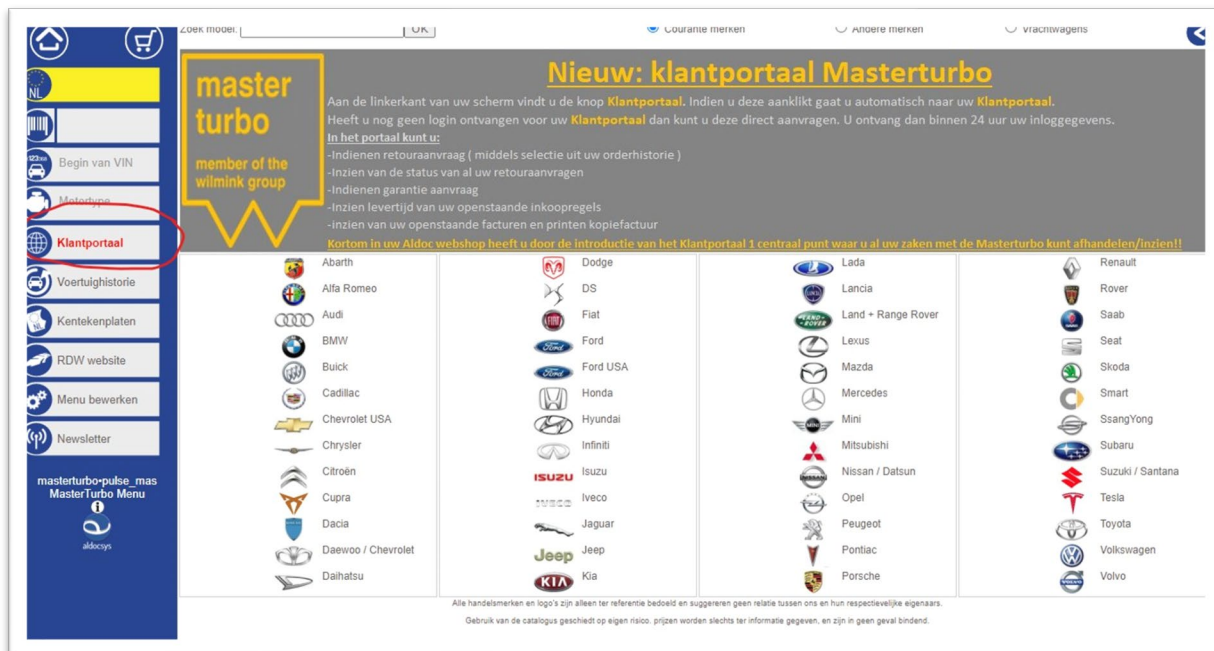
Logging in

You can log in to the MasterTurbo customer portal in 3 easy ways:

1. Log in via the TecDoc webshop by clicking on the Portal button

2. Log in via the Aldoc webshop by clicking on the Customer Portal button

3. Or go to https://portal.masterturbo.nl/

If you click on the Portal button in the TecDoc webshop or on the Customer Portal button in the Aldoc webshop you will see the following screen.

As the login you should enter the e-mail address that you have provided to us to use for your customer portal. As soon as we have created your customer portal, you will receive the password for your customer portal at the e-mail address you have given us, which you therefore need to enter here.

After logging in you will reach the main page of the customer portal.

This main page contains the following sub-pages:

- Request return;
- Status of return requests;
- Request warranty;
- Status of warranty requests;
- Outstanding purchase order lines;
- Outstanding invoices.

Returns

Request return

When you open this page, you can see your complete order history of delivered orders over the past 12 months.

From this order history you can select the product or products that you want to return by clicking on the box in front of the order line. You can also enter a search term above each column so that you can quickly find the product number that you want to return. So you do not need any packing notes or invoices in order to submit a return request.

When you have selected all the items that you want to return, go to the bottom of the page and click on 'Generate RMA'.

www.masterturbo.nl | sales@masterturbo.nl | +31 50 549 52 80

You will now see the following screen.

Bevestiging retourorder

Aantal retour	Verkoopordernummer ▾	Inkoopordernummer	Artikelnummer	Extern artikelnummer
1 ▲▼	MVO9202705	4270473KZ	WG1128559	317960
1 ▲▼	MVO9202435		WG2000115	KT410120E

Voor uw retourzending wordt u een toeslag in rekening gebracht van € 2.5 per retourzending.

Uw inkoopnummer / referentie (wordt vermeld op uw factuur)

Reden retour

Opmerkingen

Bevestiging aanvraag RMA zal na bericht aan standaard mailadres in de portal zichtbaar zijn
Stuur kopie van bevestiging naar:

☐ Akkoord met algemene voorwaarden Retour order

Verzenden   Annuleren   Terug

Here you can still amend the number of items and delete return lines if necessary.

If required, you can then add your own purchase order number or other reference to the return request. We will include this reference on your credit note.

You must then select a return reason using the drop-down function. When you have done that, this reason will be automatically copied to all return lines.

For example, if you have chosen 'faulty item' as the return reason, it will look like this:

If required, you can now change the reason at order line level. If you provide the correct return reason for each line this will enable us to process your return faster and more carefully.

Finally you can also enter an extra e-mail address to which a confirmation of the return request should be sent. Confirmations are always sent to the e-mail address with which you have logged in to the portal. If you then accept the general terms and conditions, you can send the return request by clicking on Send.

You will now receive your return form automatically with a 4 hours, and if your shipment is being collected using our overnight shipper Hellmann there will be a return label in your customer portal. You can find this return form and return label on the 'Status of return requests' page.

Status of return requests

This page shows all your return requests together with your return form and return label that you must include with your return shipment so that we can process your return.

Your return request can have 3 different statuses.

Expected
The first status that your return request is given is Expected. This means that we have received your return request but have not yet received your goods.

Received
The second status that your request is given is Received, which means that we have received your items and have approved them and accepted the return.

Invoiced
The final status that you return request is given is Invoiced, which means that we have processed your return and have generated a credit invoice for it. You will receive this in the customary way via your e-mail, but we will also attach it to the relevant return request in your customer portal.

7

Warranty requests

Request warranty

On this page you can complete a warranty form and, if required, include attachments such as photographs with your warranty request.

For instructions about submitting a warranty request, please see our 'Warranty Guide' on our website.

Status of warranty requests

You can view the status of your warranty request on this page.

Garantie aanvraag nummer	Datum indienen aanvraag	Behandeldatum	Status	Artikelnummer	Goederen ontvangen?	Opmerking
MAS00000004	25-09-2020		Ontvangen	WG1893305	☐	
MAS00000003	16-10-2019		Ontvangen	WG1821616	☐	
MAS00000002	22-08-2019		Ontvangen	WG1351694	☐	

A warranty request can have 4 different statuses.

Received
The first status that every request is given as soon as we have received it after you have digitally submitted the request is Received.

Processing
As soon as our warranty department starts dealing with your request, the status becomes Processing.

Granted
If we grant your warranty, the final status will be Granted.

Rejected
If we reject your request, the status will become Rejected.

Documents are attached to every request. The warranty request document is always your own warranty request that you have submitted. The MasterTurbo response is always our response to your request, and will always be present in the event of rejection.

The attachments can both be your own attached documents as well as documents that we have

Garantie aanvraag als PDF	Reactie Wilmink link	Garantie aanvraag bijlages
PDF		PDF
PDF		PDF
PDF		

8

attached. With every application that we grant we will also attach the invoice to your request as a document.

Purchase orders

Outstanding purchase order lines

This page shows all your order lines that have not yet been delivered (in full). Here too you can search in each column for the various items.

Verkoopordernummer	Order datum	Verkoopmedewerker	Inkoopordernummer	Artikelnummer	Extern artikelnummer	Artikelnaam	Aantal besteld	Aantal geleverd	Nog te leveren	Verwachte leverdatum
		▲▼								
MVO9202600	14-08-2020	Heesen J.	5329 710 0019 Carl	WG1443523	53297100019	Binnenwerk,	10	0	10	10-11-2020

But the most important field is the expected delivery date.

Aantal besteld	Aantal geleverd	Nog te leveren	Verwachte leverdatum
10	0	10	10-11-2020

If we know when we will receive your ordered product from our supplier, we will specify this as the expected delivery date for the outstanding purchase order line. This is the date when you will receive your product from us.

Invoices

Outstanding invoices

You can find all your outstanding invoices on this page. You can also view and print all your outstanding invoices if required using the PDF document.

Factuur	Factuurdatum	Factuurnummer	Factuurbedrag	Betaald bedrag	Openstaand bedrag	Vervaldatum	Vervallen
PDF	25-08-2020	MVF2002248	971,63	0,00	971,63	24-10-2020	☐
PDF	29-09-2020	MVF2002591	514,25	0,00	514,25	28-11-2020	☐

For all your outstanding invoices, we show using a tick whether or not it is due.

If you have made a partial payment on the invoice, this is included as a paid amount and deducted from the amount outstanding.