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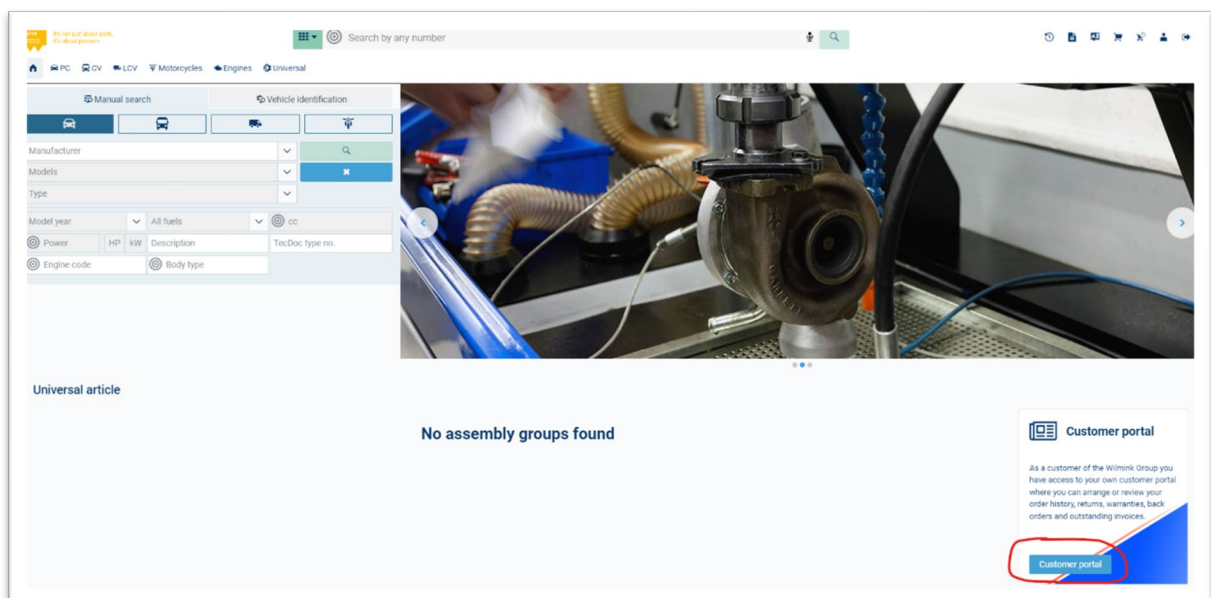
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This manual provides step-by-step instructions for the use and various functionalities of the MasterTurbo customer portal. If you have any questions, please contact our customer service.

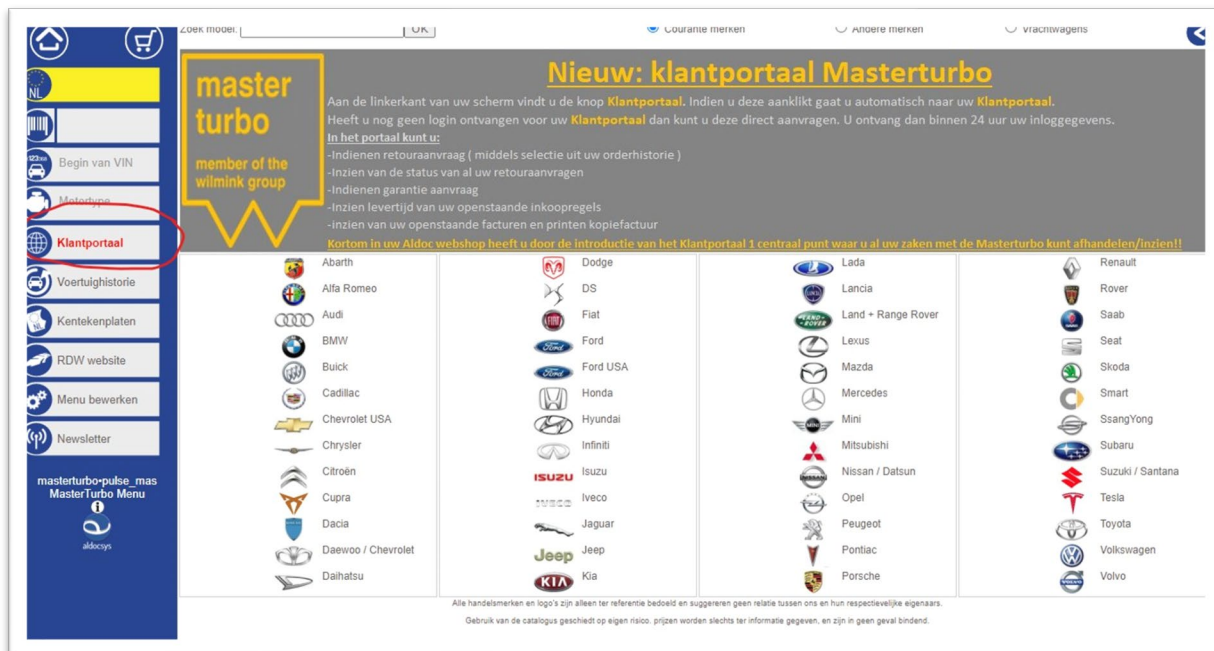
## Logging in

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.





## Customer Portal Manual

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.

geselecteerde regels  
Selecteer alle regels

|                          | Verkoopordernummer | Inkoopordernummer | Speciaal besteld         | Artikelsnummer | Extern artikelsnummer     | Artikelsnaam | Netto prijs per stuk | Aantal besteld | Aantal geleverd | Aantal geretourneerd | Aantal in aanvraag | Aantal nog te retourneren | Leverdatum |
|--------------------------|--------------------|-------------------|--------------------------|----------------|---------------------------|--------------|----------------------|----------------|-----------------|----------------------|--------------------|---------------------------|------------|
| <input type="checkbox"/> | MVO9203201         | 4031121H          | <input type="checkbox"/> | WG1803348      | 4031121H, 4031121H        | Turbocharger | 370,00               | 2              | 2               | 0                    | 0                  | 2                         | 01-10-2020 |
| <input type="checkbox"/> | MVO9203177         | 638362            | <input type="checkbox"/> | WG1803357      | 4031192H                  | Turbocharger | 550,00               | 1              | 1               | 0                    | 0                  | 1                         | 01-10-2020 |
| <input type="checkbox"/> | MVO9203177         | 638362            | <input type="checkbox"/> | WG1822089      | 4031037HX                 | Turbocharger | 1.165,00             | 4              | 4               | 0                    | 0                  | 4                         | 01-10-2020 |
| <input type="checkbox"/> | MVO9203111         | 4038616D          | <input type="checkbox"/> | WG1128961      | 4031122H                  | Turbocharger | 395,00               | 1              | 1               | 0                    | 0                  | 1                         | 24-09-2020 |
| <input type="checkbox"/> | MVO9203044         | 852915-5005s      | <input type="checkbox"/> | WG2039655      | 852915-5005S, 852915-5005 | Turbocharger | 529,00               | 15             | 15              | 0                    | 0                  | 15                        | 25-09-2020 |
| <input type="checkbox"/> | MVO9202997         | 638239            | <input type="checkbox"/> | WG1128952      | 4031120H                  | Turbocharger | 490,00               | 1              | 1               | 0                    | 0                  | 1                         | 16-09-2020 |
| <input type="checkbox"/> | MVO9202972         | 638213            | <input type="checkbox"/> | WG1822089      | 4031037HX                 | Turbocharger | 1.165,00             | 4              | 4               | 0                    | 0                  | 4                         | 14-09-2020 |
| <input type="checkbox"/> | MVO9202954         | 638195            | <input type="checkbox"/> | WG2047756      | 779359-5004S              | Turbocharger | 599,50               | 1              | 1               | 0                    | 0                  | 1                         | 11-09-2020 |
| <input type="checkbox"/> | MVO9202885         | 638158            | <input type="checkbox"/> | WG1910569      | 852915-5003S              | Turbocharger | 529,00               | 1              | 1               | 0                    | 0                  | 1                         | 08-09-2020 |
| <input type="checkbox"/> | MVO9202885         | 638158            | <input type="checkbox"/> | WG2039655      | 852915-5005S, 852915-5005 | Turbocharger | 529,00               | 14             | 14              | 0                    | 0                  | 14                        | 10-09-2020 |
| <input type="checkbox"/> | MVO9202870         | 638143            | <input type="checkbox"/> | WG1806001      | 3786560H                  | Turbocharger | 710,00               | 1              | 1               | 0                    | 0                  | 1                         | 08-09-2020 |

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'.

|                          |            |             |                          |           |                           |              |
|--------------------------|------------|-------------|--------------------------|-----------|---------------------------|--------------|
| <input type="checkbox"/> | MVO9202771 | 638047      | <input type="checkbox"/> | WG1806001 | 3786560H                  | Turbocharger |
| <input type="checkbox"/> | MVO9202755 | 852915-5001 | <input type="checkbox"/> | WG2039655 | 852915-5005S, 852915-5005 | Turbocharger |
| <input type="checkbox"/> | MVO9202716 | 638010      | <input type="checkbox"/> | WG1822090 | 4031038HX                 | Turbocharger |
| <input type="checkbox"/> | MVO9202698 | 637989      | <input type="checkbox"/> | WG1803348 | 4031121H, 4031121H        | Turbocharger |

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RMA aanmaken

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

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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:

| Aantal retour | Verkoopordernummer | Inkoopordernummer | Artikelnummer | Extern artikelnummer | Artikelnaam  | Netto prijs per stuk | Aantal besteld | Aantal geleverd | Aantal gereviseerd | Aantal in aanvraag | Aantal nog te retourneren | Leverdatum | Reden retour   | Regel aanpakken             |
|---------------|--------------------|-------------------|---------------|----------------------|--------------|----------------------|----------------|-----------------|--------------------|--------------------|---------------------------|------------|----------------|-----------------------------|
| 2             | MVO9203201         | 4031121H          | WG1803348     | 4031121H, 4031121H   | Turbocharger | 370,00               | 2              | 2               | 0                  | 0                  | 2                         | 01-10-2020 | Defect artikel | <a href="#">Verwijderen</a> |
| 1             | MVO9203177         | 638362            | WG1803357     | 4031192H             | Turbocharger | 550,00               | 1              | 1               | 0                  | 0                  | 1                         | 01-10-2020 | Defect artikel | <a href="#">Verwijderen</a> |

Jw inkoopnummer / referentie (wordt vermeld op uw factuur)

Reden retour  
Defect artikel

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.

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](#)

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.

leep een kolomkop hier naar toe om te groeperen op die kolom

| MA nummer  | RMA datum  | Barcode | RMA formulier | Artikelsnummer | Extern artikelsnummer     | Artikelsnaam           | Opmerking | Verwacht aantal retour | Ontvangstdatum | Aantal retour | Status       | Factuur |
|------------|------------|---------|---------------|----------------|---------------------------|------------------------|-----------|------------------------|----------------|---------------|--------------|---------|
| IRM2000088 | 29-09-2020 |         |               | WG1273432      | 53039880121RMT            | Turbocharger           |           | 1                      |                | 0             | Verwacht     |         |
| IRM2000074 | 28-07-2020 |         |               | WG1724652      | 53039900106, 53039900106  | Turbocharger           |           | 1                      | 28-07-2020     | 1             | Gefactureerd |         |
| IRM2000068 | 01-07-2020 |         |               | WG1460149      | 1900100402                | Pakkingset, turbolader |           | 1                      |                | 0             | Verwacht     |         |
| IRM2000021 | 03-03-2020 |         |               | WG1317074      | 742730-90195, 742730-9019 | Turbocharger           |           | 1                      | 13-03-2020     | 1             | Gefactureerd |         |
| IRM2000020 | 20-02-2020 |         |               | WG1460296      | 1900100560                | Pakkingset, turbolader |           | 1                      | 20-02-2020     | 1             | Gefactureerd |         |
| IRM2000018 | 13-02-2020 |         |               | WG1145811      | 795637-50015, 795637-5001 | Turbocharger           |           | 1                      | 20-02-2020     | 1             | Gefactureerd |         |
| IRM2000012 | 03-02-2020 |         |               | WG1131289      | 789016-50025, 789016-5002 | Turbocharger           |           | 1                      | 05-02-2020     | 1             | Gefactureerd |         |

| RMA-nummer | RMA datum  | Barcode | RMA formulier |
|------------|------------|---------|---------------|
| MRM2000088 | 29-09-2020 |         |               |
| MRM2000074 | 28-07-2020 |         |               |
| MRM2000068 | 01-07-2020 |         |               |

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 your 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.

| Status       | Factuur |
|--------------|---------|
| Verwacht     |         |
| Gefactureerd |         |
| Verwacht     |         |
| Gefactureerd |         |
| Gefactureerd |         |

## 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     | <input type="checkbox"/> |           |
| MAS00000003              | 16-10-2019              |               | Ontvangen | WG1821616     | <input type="checkbox"/> |           |
| MAS00000002              | 22-08-2019              |               | Ontvangen | WG1351694     | <input type="checkbox"/> |           |

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 Wilmlink link | Garantie aanvraag bijlagen  |
|--|-----------------------|---|
|  |                       |  |
|  |                       |  |
|  |                       |   |



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  | Artikelsnummer | LEVER artikelnummer | Artikelsnaam | Aantal besteld | Aantal geleverd | Nog te leveren | Verwachte leverdatum |
|--------------------|-------------|-------------------|--------------------|----------------|---------------------|--------------|----------------|-----------------|----------------|----------------------|
| VVO9202600         | 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 | Belastingbedrag | Opmerkingbedrag | Vervaldatum | Verzonden                |
|---|--------------|---------------|---------------|-----------------|-----------------|-------------|--------------------------|
|  | 25-08-2020   | MVF2002248    | 971,63        | 0,00            | 971,63          | 24-10-2020  | <input type="checkbox"/> |
|  | 29-09-2020   | MVF2002591    | 514,25        | 0,00            | 514,25          | 28-11-2020  | <input type="checkbox"/> |

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.