SABIC FANAR+ eShop

INSTRUCTION TO MANAGE COMPLAINTS

DATE: MAY, 2015
LANGUAGE: ENGLISH
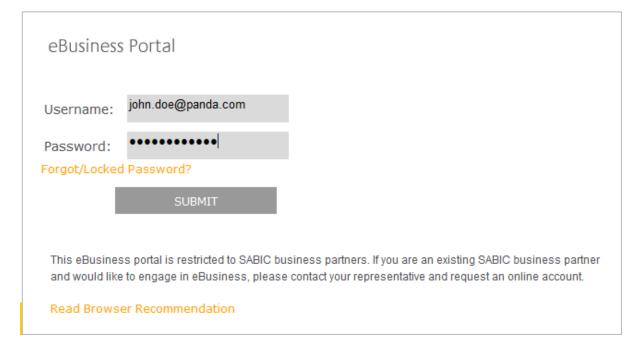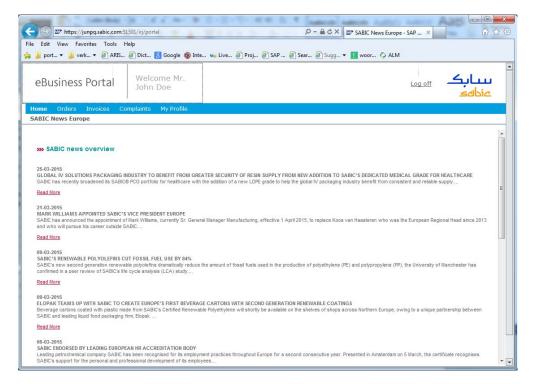
CHEMISTRY THAT MATTERS™

Create manage complaints orders in the SABIC eShop
For monitoring the status of your orders in our shop and maybe adjust them you login to the shop using the account username and password supplied by your SABIC contact.
The URL for the SABIC web shop is: https://ebusiness.sabic.com/irj/portal

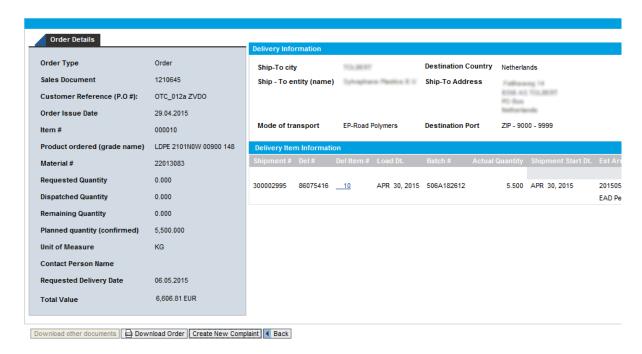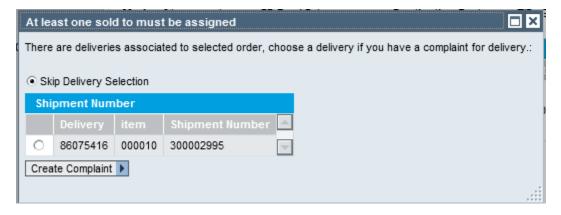Click submit to enter the portal

SABIC eShop

Creating a complaint

You can create a complaint for Orders, shipments and deliveries. To create a complaint regarding an order you need to go to the menu: "Orders" – "Orders History".

Find the order in the list of orders for which you want to raise a complaint. In the order you can select the Delivery or shipment.

Then click the button: **Create New Complaint** and you find the screen to create a complaint:
Intermediate you will find the screen:

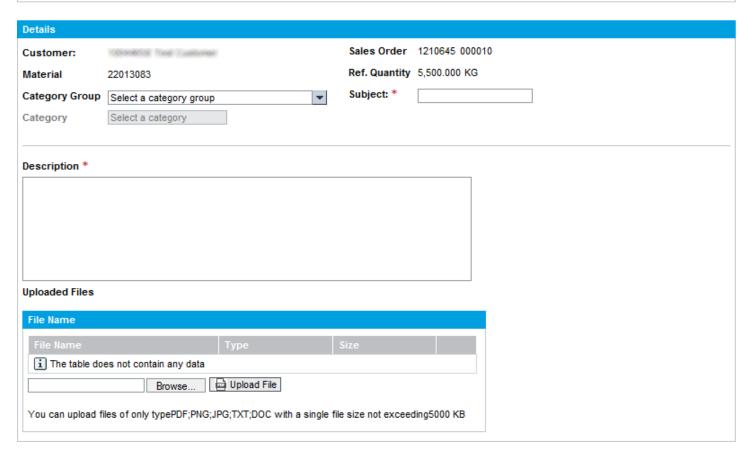If you want to create a complaint about the delivery then please select the delivery and proceed if your complaint is regarding the order itself then please select the "Skip Delivery Selection" and proceed. You can do so by clicking:
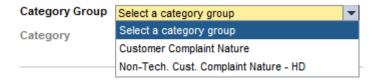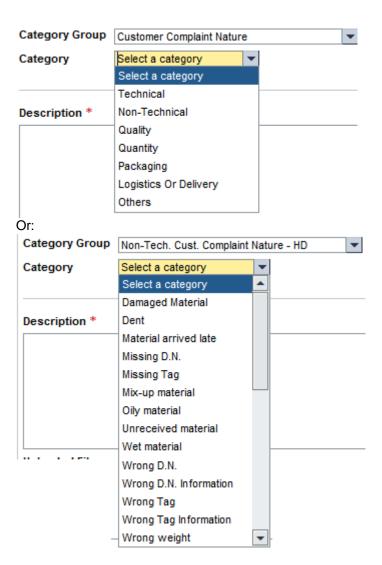
Create Complaint ▶

You complete the screen by entering the following data:
Enter the category group:

After this the next drop down menu is populated.
You can select the categories:

Category Group | Customer Complaint Nature ▼

Category | Select a category ▼

| Select a category |
| Technical |
| Non-Technical |
| Quality |
| Quantity |
| Packaging |
| Logistics Or Delivery |
| Others |

Description *

Or:

Category Group | Non-Tech. Cust. Complaint Nature - HD ▼

Category | Select a category ▼

| Select a category |
| Damaged Material |
| Dent |
| Material arrived late |
| Missing D.N. |
| Missing Tag |
| Mix-up material |
| Oily material |
| Unreceived material |
| Wet material |
| Wrong D.N. |
| Wrong D.N. Information |
| Wrong Tag |
| Wrong Tag Information |
| Wrong weight |

Description *

Select the category your complaint applies to.
Please add a subject to your complaint for you own and SABIC's reference:

Sales Order 1210645 000010

Ref. Quantity 5,500.000 KG

Subject: * claim about a dent

In the field Description, which is mandatory, you can enter the nature of your complaint.

Description *

Packaging had a dent from loading
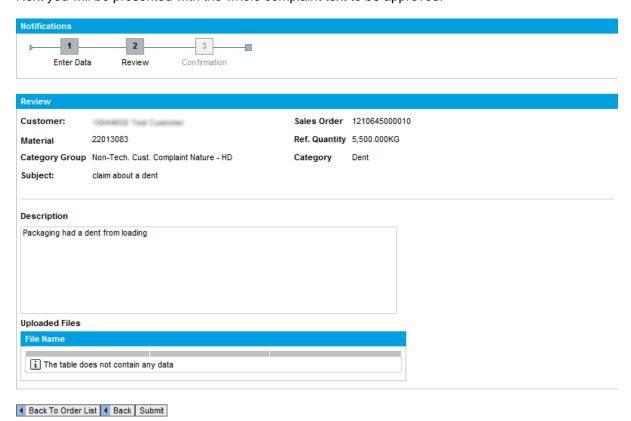
In the section: "Uploaded Files" you can upload files to document your complaint. The file following types are accepted: .PDF, .PNG, .JPG, .TXT, .DOC;

With the button: Browse... you get a new window by which you can select the appropriate file on your computer. With the button 🖨 Upload File you upload the file from your computer to be added to the complaint. It is not mandatory to add such a file. By clicking Next ▶ you proceed to the next screen.
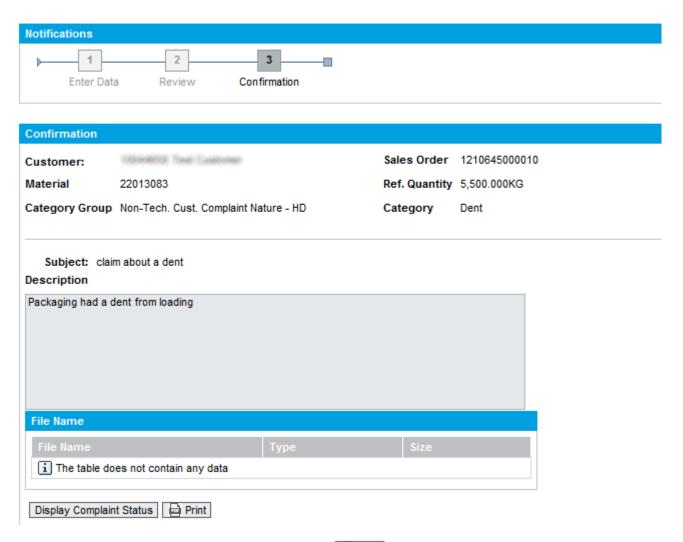
Next you will be presented with the whole complaint text to be approved.

Notifications

1 — 2 — 3 — ▪
Enter Data   Review   Confirmation

Review

Customer:	▨▨▨▨▨ Test Customer	Sales Order	1210645000010
Material	22013083	**Ref. Quantity**	5,500.000KG
Category Group	Non-Tech. Cust. Complaint Nature - HD	**Category**	Dent
Subject:	claim about a dent		

Description

Packaging had a dent from loading

Uploaded Files

File Name
ℹ The table does not contain any data

◀ Back To Order List | ◀ Back | Submit

By clicking Submit you submit the complaint to SABIC.

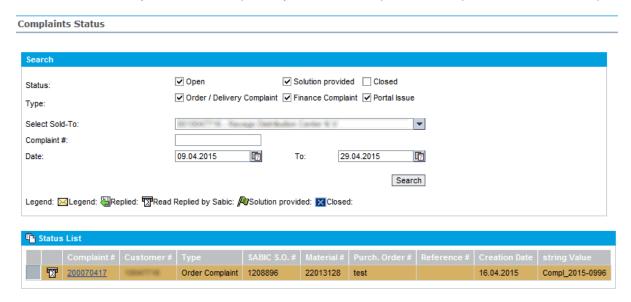✅ Your complaint has been saved with Notification number 000200070449 . Please check the Notifications

Notifications

```
▶ ── [ 1 ] ──── [ 2 ] ──── [ 3 ] ── ■
   Enter Data   Review   Confirmation
```

Confirmation

Customer:	~~XXXXXXX Test Customer~~	**Sales Order**	1210645000010
Material	22013083	**Ref. Quantity**	5,500.000KG
Category Group	Non-Tech. Cust. Complaint Nature - HD	**Category**	Dent

Subject: claim about a dent

Description

Packaging had a dent from loading

File Name

File Name	Type	Size
ℹ The table does not contain any data		

[Display Complaint Status] [🖨 Print]

You can print by the complaint notification by clicking 🖨 Print or display the complaints status by clicking Display Complaint Status . After the latter you will be directed to the "complaint status" screen.
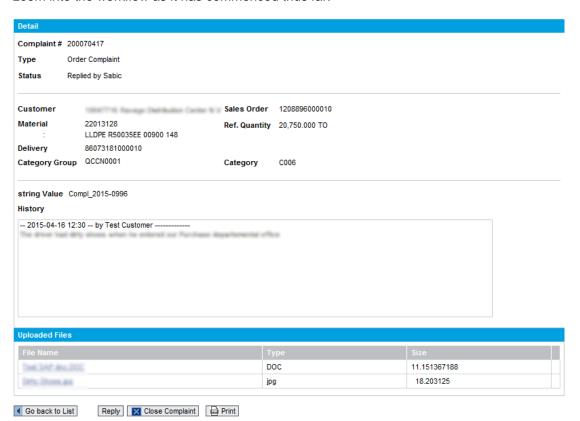
SABIC eShop

Manage complaints.

To retrieve the list of your current complaints you select the top menu "Complaints" and then "Complaints Status".

By selecting the appropriate status, sold to, date range you want to search the complaint for you can retrieve a list of open complaints. Next to the complaint you can see the status explained in the legend. By clicking on the number you can zoom into the workflow as it has commenced thus far:

The buttons on this page are:

- to go back to the list of complaints;
- to close the complaint when it is no longer valid or if it has been resolved;
- to make a printout of the text
- to add text or files to this complaint for documentation. The type of files you can add are: .PDF, .PNG, .JPG, .TXT, .DOC.