

CHEMISTRY THAT MATTERS™



HOW TO LOG A LOGISTICS COMPLAINT VIA THE SABIC SPECIALTIES WEB PORTAL

FOR DISTRIBUTORS

SABIC Specialties
July 2022

HOW TO LOG A LOGISTICS CLAIM / COMPLAINT VIA THE SABIC SPECIALTIES WEB PORTAL

GUIDELINES FOR DISTRIBUTION PARTNERS- SUBMISSION OF LOGISTIC CLAIMS

GENERAL GUIDELINES

The complaint must be submitted to Customer Service via the email within relevant time frame.

Please add a clear description of the claimed quantity and required resolution. For your convenience, you can use the damaged material form.

Please refer to the next page for additional documentation needed depending on the issue.

The complaint will be logged upon receipt of all needed documents. It will allow us to timely settle the claims, investigate the root causes and work on the preventive actions.

Thank you in advance for cooperation!

THE TIMING FOR SUBMITTING THE CLAIMS

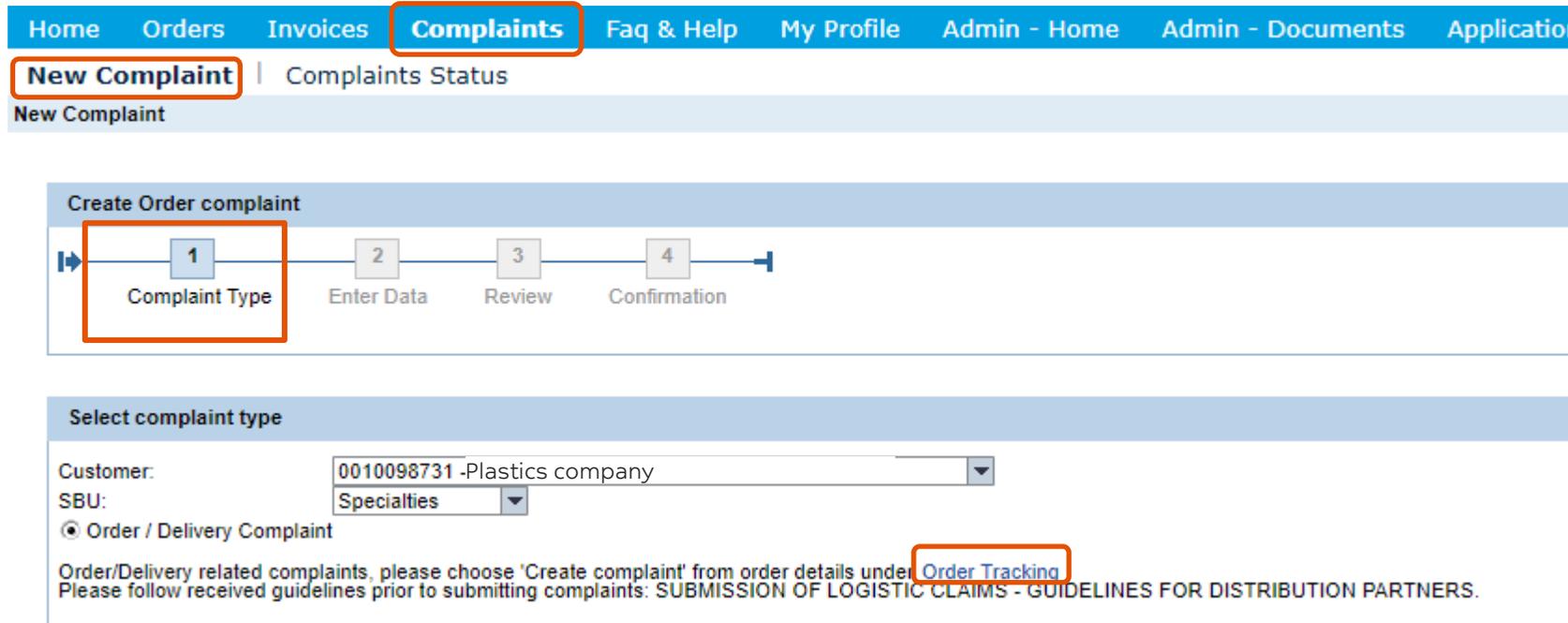
Any claims by Buyer shall be reported in writing within **48 hours** after Buyer becomes aware or should have become aware of the grounds of such a claim, failing which Buyer shall no longer be entitled to raise and enforce such claim.

If no sufficient evidence is supplied, we will reject the claim **within 21 days** without conducting any investigation.

STEP 1: CREATE ORDER COMPLAINT VIA THE SPECIALTIES WEB PORTAL

Click in the main menu on: “COMPLAINTS” and select below in the submenu; NEW COMPLAINT
Click the radio button for order / delivery complaint and click next button.

When you have an order – or logistics related complaint, you can select the radio button “Order / Delivery Complaint” and click on [order tracking](#) link below.
Then the system will take you to the order tracking tab, from where you can log your order / logistics complaint.
The system will automatically download all information from our system into your complaint.



Home Orders Invoices **Complaints** Faq & Help My Profile Admin - Home Admin - Documents Application

New Complaint | Complaints Status

New Complaint

Create Order complaint

1 Complaint Type 2 Enter Data 3 Review 4 Confirmation

Select complaint type

Customer: 0010098731 -Plastics company

SBU: Specialties

Order / Delivery Complaint

Order/Delivery related complaints, please choose 'Create complaint' from order details under [Order Tracking](#)

Please follow received guidelines prior to submitting complaints: SUBMISSION OF LOGISTIC CLAIMS - GUIDELINES FOR DISTRIBUTION PARTNERS.

Click on the order tracking above, which will navigate you to the correct page in the web, from where you can log your issue.

ORDER TRACKING – LOG AN ORDER / LOGISTICS RELATED COMPLAINT

In the order tracking tab, find your order via the search bar of customer PO (purchase order); Click on the [SABIC order number](#) on the same line in blue in the order # column. You will be going to the detailed tab from where you can log your complaint.

Filter By

Product: Product Ship-To: Ship-To

Period: Last 9 months Status: Status

Grade: Grade

Search By Order Search By Delivery Search By Shipment # Search By PO# Search by Confirmed Delivery Date Download Excel Clear Filter

* Prices and availability are subject to change pending final confirmation

Customer PO #	Material	Confirmed Quantity	Confirmed Delivery Date*	Order #	Line Item #	Delivery #	Shipment #	Material #	Loading Date	Order Status
	2400F-1000-BAG-00-00-00	300.000	28.12.2021	4093123	000010	882239323	309987927			In Transit / Delivered
	V01550-701-BAG-00-00-00	2500.000	23.12.2021	4069862	000020	882240439	309980089			In Transit / Delivered
	CX7240-76701-BAG-00-00-00	4800.000	22.12.2021	4073563	000010	882240418	309988135			In Transit / Delivered
	GFN20-701-BAG-00-00-00	2000.000	27.12.2021	4072803	000010	882241087	309980869			In Transit / Delivered
	RC003SXS-BK1B616-BAG-00-00-00	100.000	10.01.2022	4079373	000010	882241779	309988871			In Transit / Delivered
	RV00AESP-BK1B593-BAG-00-00-00	2500.000	04.01.2022	4089441	000010	882241784	309988090			In Transit / Delivered
	ML6411-WH6B048-BAG-00-00-00	22841.000	27.12.2021	4083950	000010	882242361	309989284			In Transit / Delivered
	1010R-7101-BAG-00-00-00	500.000	30.12.2021	4094831	000010	882242801	309989331			In Transit / Delivered
	1010R-2112-BAG-00-00-00	1250.000	03.01.2022	4080794	000010	882242597	309989366			In Transit / Delivered
	KA000M-YWLTNAT-BAG-00-00-00	100.000	10.01.2022	4098396	000010	882240817	309972908			In Transit / Delivered

Tip: if you cannot find your → you can enlarge the Search filter of the period into 6 or 9 months.

CREATE NEW ORDER / LOGISTICS RELATED COMPLAINT

New Order **Orders Tracking** | Consignment Fill-up | Consignment Issue

Orders Tracking

Order Information

Order Type: Order

SABIC Reference (S.O #): 4093123

Customer Reference (P.O #): 246968

Order Issue Date: NOV 03, 2021

Requested Delivery Date: DEC 28, 2021

Item #: 10

Product ordered (grade name): 2400F-1000-BAG-00-00-00

Material #: 22027993

Order Quantity: 300.000

Dispatched Quantity: 300.000

Remaining Quantity: 0.000

Planned quantity (confirmed): 300.000

Unit of Measure: Kilogram

Contact Person Name: Tuula Lasmö

Item confirmed delivery date*: DEC 28, 2021

Item requested delivery date: DEC 28, 2021

End User: 0010099862

Price/KG: -----

Total Value: -----

Credit Status: Approved

Customer Material: -----

Delivery Information

Ship-To city: VANTAA Destination Country: Finland

Ship - To entity (name): ----- Ship-To Address: -----

Mode of transport: Standard Order Destination Port: 01

[Product Info.](#)

[Advanced Shipping Notification](#)

Delivery Item Information

Del #	Del Item #	Shipment #	Load Dt.	Batch #	Shipment Start Dt.	Delivered Dt.	Vessel	Voyage No	Shipment Status	Transport	Actual Only
802239323	000010	309967677	DEC 17, 2021		DEC 10, 2021	DEC 20, 2021		L12272484	Completed		300.000
802239323	900001	309967677	DEC 17, 2021	1002277594	DEC 10, 2021	DEC 20, 2021		L12272484	Completed		300.000

* Click on the Delivery item # to navigate to corresponding invoice

* Prices and availability are subject to change pending final confirmation

Create New Complaint

At least one sold to must be assigned

There are deliveries associated to selected order, choose a delivery if you have a complaint for delivery:

Skip Delivery Selection

Delivery #	Item #	Shipment #
<input type="radio"/> 802239323	000010	309967677

Create Complaint

1. Click on the **create new complaint button**, at the bottom left side of the screen.
2. You can keep the radio button at skip delivery selection and continue to click on the yellow button of **CREATE COMPLAINT** button. (you can disregard to click the delivery radio button, as it is inactive).

CREATE COMPLAINT – WEB PORTAL SPECIALTIES

New Complaint | Complaints Status

Order Complaints

Notifications

1 Enter Data → 2 Review → 3 Confirmation

Details

Customer: 10099862 | Plastics co. | Sales Order: 4093123 000010
 Material: 22027993 | Ref. Quantity: 300.000 KG
 Category Group: Select a category group | Subject: *
 Category: Select a category

Description *

Uploaded Files

File Name	Type	Size
The table does not contain any data		

Browse... Upload File

You can upload files of only type PDF;PNG;JPG;TXT;DOC with a single file size not exceeding 5000 KB

Back To Order List | Back | **Next**

Please note fields with a red * sign are mandatory.

1. Select the **category group** and the **category** (always Logistics) from the drop-down menu



Category Group: Customer Claim Category
 Category: Select a category
 Description*: Logistics

2. Enter the **subject** field of your issue/ complaint:

- . VISIBLE DAMAGE
- . WRONG PRODUCT DELIVERED
- . MISSING MATERIAL

3. Enter in the **description** field your complaint

4. Upload files / pictures which are relevant for your complaint; e.g. a picture of a broken bag etc.

For point 3 and 4, follow guidelines instructions, see next page)

5. Click on NEXT button at the bottom side of the screen to continue.

CREATE COMPLAINT – DOCUMENTS NECESSARY TO LOG LOGISTIC CLAIM

1. VISIBLE DAMAGE

- ✓ High resolution **photos*** showing:
 - A. clear overview of the situation (including pictures inside the truck before unloading)
 - B. place of damage (bottom/ middle/ top, wrapping, etc)
 - C. details of damage: closed up photo **of each damaged item**
 - D. shipping label with handling unit
- ✓ **forwarder version of proof of delivery** signed by carrier and customer with clear note about damage and date

2. WRONG PRODUCT DELIVERED

- ✓ High resolution photo of palette label with **handling unit***, material name and batch
- ✓ If more labels, such as a carrier label are on the handling unit, we would like to receive a picture.

3. MISSING MATERIAL

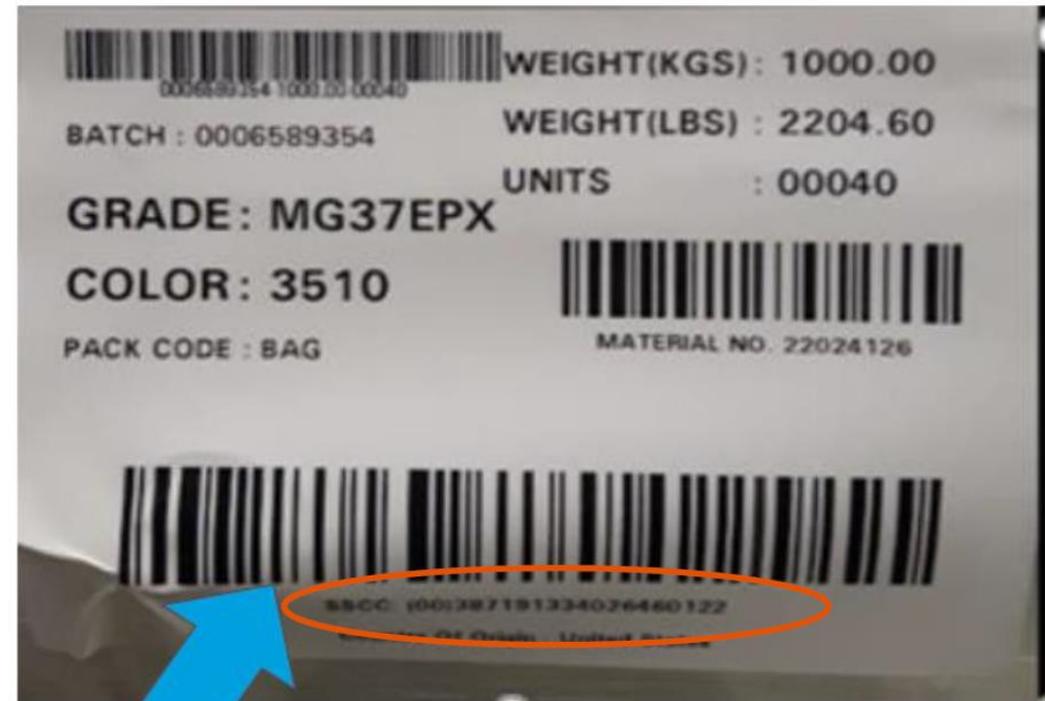
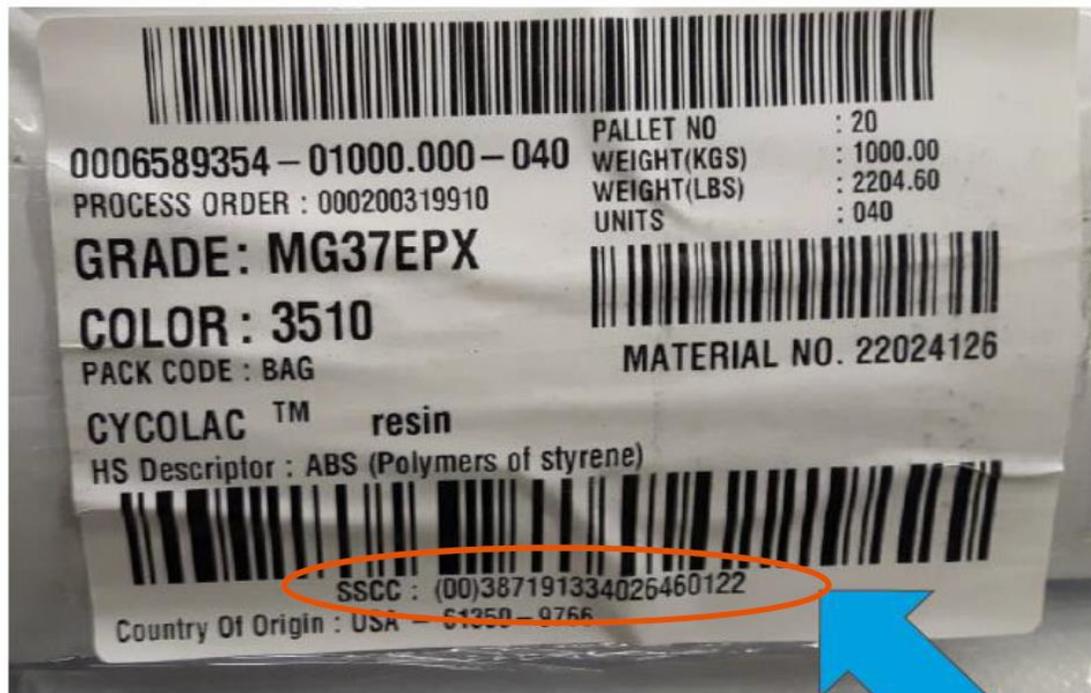
- MISSING PART OF HANDLING UNIT***
- ✓ High resolution photos showing shipping label with handling unit
 - ✓ photo of a complete pallet where the number of bags can be clearly counted.
- MISSING FULL HANDLING UNIT***
- ✓ List or photos of received handling units (upon request the list of sent handling units can be supplied by us)

* Pls see the next page , where to find the handling unit number

* Photos provide details that can be used to investigate root cause and prevent reoccurrence of the issue

CREATE LOGISTICS COMPLAINT – PHOTOS SUPPORTING MISSING COMPLAINTS

Handling unit or SSCC is mentioned on both shipping label as well as plant label



REVIEW YOUR COMPLAINT – AND CLICK SUBMIT BUTTON

New Complaint | Complaints Status

Order Complaints

Notifications

1 Enter Data → 2 Review → 3 Confirmation

Details

Customer: 10098205 Plastics co. Sales Order: 4109853 000010
 Material: 22028124 Ref. Quantity: 10,005.000 KG
 Category Group: Customer Complaint Nature Subject: * broken bag
 Category: Packaging

Description *

I have received a delivery from you however 2 bags of 25 kg were broken, pls handle and send us a credit note, thank you, kind regards Mr. Test

Uploaded Files

File Name	Type	Size
1 page SAP training to do.jpg	JPG	307238

Back To Order List | Back | **Next**

New Complaint | Complaints Status

Order Complaints

Notifications

1 Enter Data → 2 Review → 3 Confirmation

Review

Customer: 10099862 Plastics co. Sales Order: 4093123000010
 Material: 22027993 Ref. Quantity: 300.000KG
 Category Group: Select a category group Category: Select a category
 Subject: complaint test web

Description

I have a complaint about a broken bag. We received this order of 300 kg but the bag was broken upon arrival at our warehouse.

Uploaded Files

File Name	Type	Size
how to delete cookies and browsing history.pdf	PDF	346889
1 page SAP training to do.jpg	JPG	307238

Back To Order List | Back | **Submit**

SUBMIT YOUR COMPLAINT – A NOTIFICATION NUMBER IS RECEIVED

[New Complaint](#) | [Complaints Status](#)

Order Complaints

Your complaint has been saved with Notification number 002000045102 . Please check the Notifications

Notifications

1 Enter Data → 2 Review → 3 Confirmation

Confirmation

Customer: 10098205 Plastics co. un Sales Order 4109853000010
 Material 22028124 Ref. Quantity 10,005.000KG
 Category Group **Logistics** Category Packaging

Subject: broken bag
 Description
 I have received a delivery from you however 2 bags of 25 kg were broken, pls handle and send us a credit note, thank you, kind regards Mr. Test

File Name

File Name	Type	Size
1 page SAP training to do.jpg	JPG	307238

[Display Complaint Status](#) [Print](#)

[Back To Order List](#)

After submitting your complaint to SABIC Specialties, you will receive a notification (=complaint) number from us. Example : 002000045102. This is the reference number for this complaint.

You have the option to display your complaint status or print your complaint; by using the “**display complaint status**” button or the “**print**” button.

You can click on “**back to order list**” button, to review other open sales orders or log another complaint.

At the moment the complaint / notification is submitted / logged, an automated email trigger is generated to your Customer Service Representative for claim follow up.



THANK YOU

