

SABIC FANAR+ eShop

INSTRUCTION TO MANAGE COMPLAINTS

DATE: MAY, 2015

LANGUAGE: ENGLISH

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>

eBusiness Portal

Username:

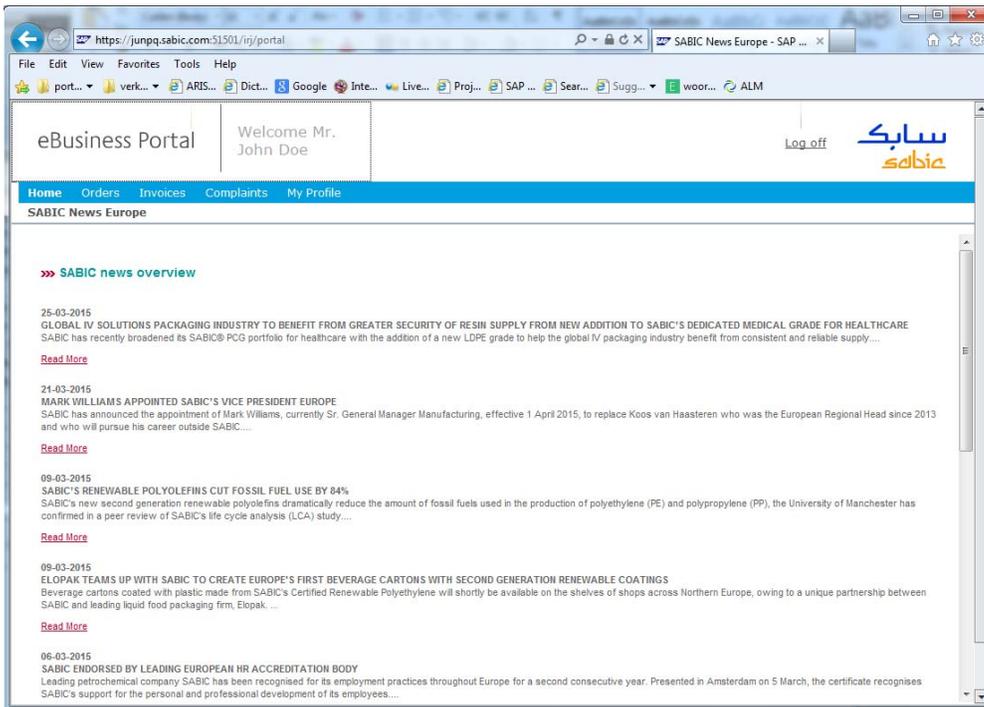
Password:

[Forgot/Locked Password?](#)

This eBusiness portal is restricted to SABIC business partners. If you are an existing SABIC business partner and would like to engage in eBusiness, please contact your representative and request an online account.

[Read Browser Recommendation](#)

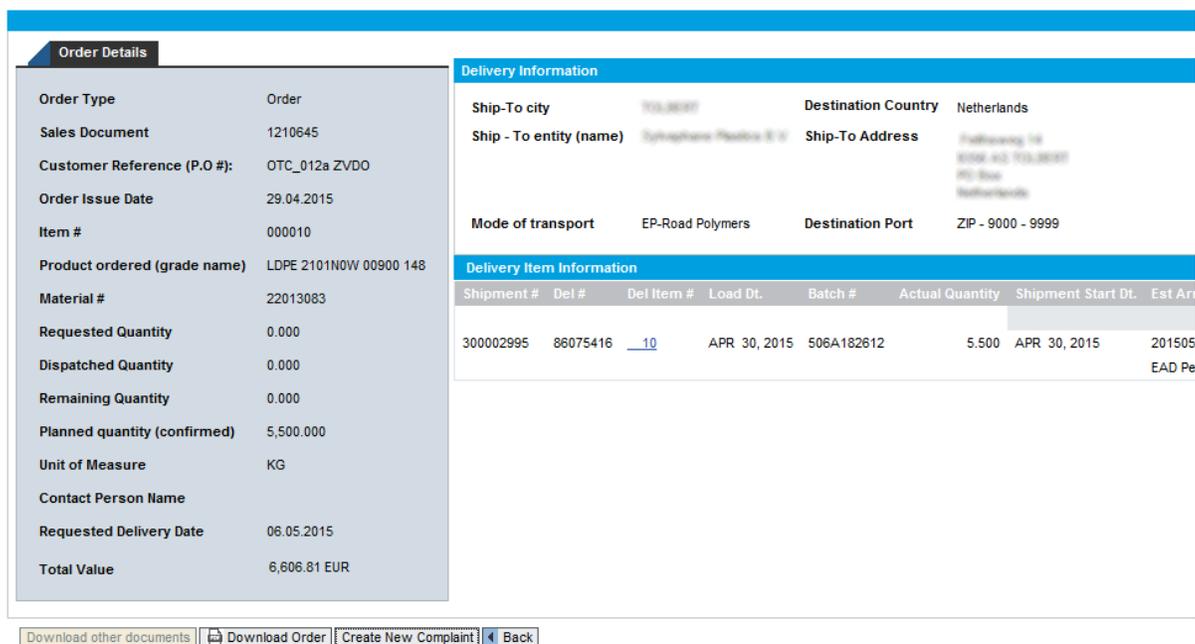
Click submit to enter the portal



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.

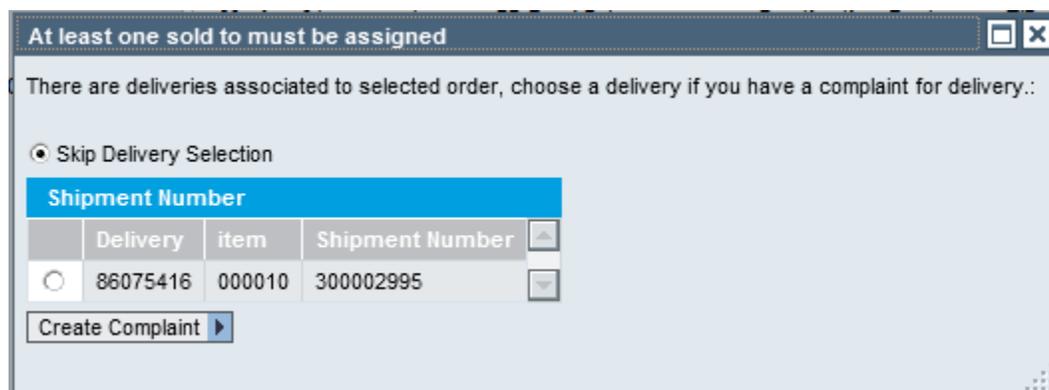


Order Details		Delivery Information			
Order Type	Order	Ship-To city	111,0007	Destination Country	Netherlands
Sales Document	1210645	Ship - To entity (name)	Cytopharm Plastiek B.V.	Ship-To Address	Postbus 10 6000 AA TILBURG PO Box Netherlands
Customer Reference (P.O #):	OTC_012a ZVDO	Mode of transport	EP-Road Polymers	Destination Port	ZIP - 9000 - 9999
Order Issue Date	29.04.2015				
Item #	000010				
Product ordered (grade name)	LDPE 2101N0W 00900 148				
Material #	22013083				
Requested Quantity	0.000				
Dispatched Quantity	0.000				
Remaining Quantity	0.000				
Planned quantity (confirmed)	5,500.000				
Unit of Measure	KG				
Contact Person Name					
Requested Delivery Date	06.05.2015				
Total Value	6,606.81 EUR				

Delivery Item Information							
Shipment #	Del #	Del Item #	Load Dt.	Batch #	Actual Quantity	Shipment Start Dt.	Est Arr
300002995	86075416	<u>10</u>	APR 30, 2015	506A182612	5.500	APR 30, 2015	201505 EAD Pe

Download other documents | Download Order | Create New Complaint | Back

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



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 Number
<input type="radio"/>	86075416	000010
		300002995

Create Complaint

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



Details

Customer: 100004038 Total Customers Sales Order 1210645 000010
 Material 22013083 Ref. Quantity 5,500.000 KG
 Category Group Subject: *
 Category

Description *

Uploaded Files

File Name	Type	Size
<input type="text" value="The table does not contain any data"/>		

You can upload files of only typePDF;PNG;JPG;TXT;DOC with a single file size not exceeding5000 KB

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

Category Group

Category

- Customer Complaint Nature
- Non-Tech. Cust. Complaint Nature - HD

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

Category Group Customer Complaint Nature

Category Select a category

Description *

- Technical
- Non-Technical
- Quality
- Quantity
- Packaging
- Logistics Or Delivery
- Others

Or:

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

Category Select a category

Description *

- 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

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: *

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

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

Notifications



Confirmation

Customer: 100046038 Total 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
 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.

Manage complaints.

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

Complaints Status

Search

Status: Open Solution provided Closed

Type: Order / Delivery Complaint Finance Complaint Portal Issue

Select Sold-To:

Complaint #:

Date: To:

Legend: Legend: Replied: Read Replied by Sabic: Solution provided: Closed:

Status List

	Complaint #	Customer #	Type	SABIC S.O. #	Material #	Purch. Order #	Reference #	Creation Date	string Value
	200070417	22013128	Order Complaint	1208896	22013128	test		16.04.2015	Compl_2015-0996

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:

Detail

Complaint # 200070417

Type Order Complaint

Status Replied by Sabic

Customer 22013128 - Storage Distribution Center W.V. **Sales Order** 1208896000010

Material 22013128 **Ref. Quantity** 20,750.000 TO

: LLDPE R50035EE 00900 148

Delivery 86073181000010

Category Group QCCN0001 **Category** C006

string Value Compl_2015-0996

History

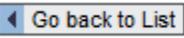
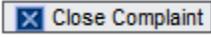
-- 2015-04-16 12:30 -- by Test Customer -----

This document was entered in our Purchase Departmental office

Uploaded Files

File Name	Type	Size
Test_2015-04-16_1230.doc	DOC	11.151367188
Sabic_Storage.jpg	jpg	18.203125

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.