

Value in motion



Supplier Warranty Portal User Manual

1. FORWARD

“TEMSA Supplier Warranty Portal” is an on-line platform that provides faster warranty operations between TEMSA and its suppliers as well as a systematic follow up of the process. TEMSA sends claims to suppliers. The warranty responsible at supplier side will evaluate claims and respond TEMSA over this portal.

This document is prepared as a guide to inform users about the logic, structure and operation of the system. User manual must be read before first use.

Information, warning and rules which are given within user manual were prepared by considering that user has sufficient vocational training and experience level.

2. ACCESS TO PORTAL

2.1 Portal Address

Write down the address of backclaim supplier portal to your browsers address line;

<http://online.temsa.com/>



INFORMATION

You must have Internet Explorer 6.0 or higher installed to view portal pages properly.

2.2 Access to Portal

Write down your user name and password given by TEMSA and click “LOGIN” button.

If you forget your password, click “Forgot Password” button to recover your password. Send your user name and e-mail information by clicking “Send” button. System will recover your password and send you a new password.

After first use or recovery process, system wants you to change your password to provide your security.

Site | Bus & Coach Site (English) | Bus & Coach Site (Deutsch) | Bus & Coach Site (Français) | Bus & Coach Site (Italiano)

Supplier Form

Operating successfully in a demanding and competitive market requires significant involvement and support from our suppliers.

If you are interested in becoming a supplier to Temsa, please visit [Supplier Form](#) and fill in the form. The information there will assist you in that endeavor.

Other purchasing operations are ongoing through Tire, Tire Reinforcement Materials and Automotive central procurement department. It can be visited from web site : www.e-osat.com

User Login

Username :

Password :

[Forgot Password](#)

Production In Temsa

Vehicles produced by Temsa are in demand because of their advanced technology, superior quality and reliability - all emphasized at the



INFORMATION

- Your password must be at least 8 characters in length and at least one uppercase letter, one lowercase letter and number included. All passwords are case-sensitive.



INFORMATION

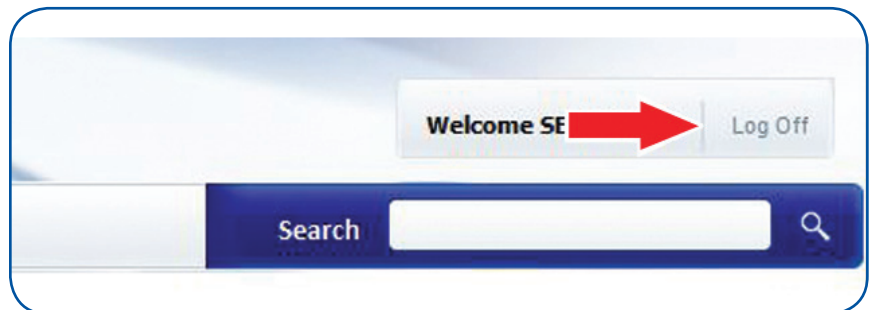
- For your own safety, system wants you to change your password periodically. The new password must be different than last three.

2.3 Logging Off System



WARNING

- The user name and password given by the system is only for private use. For your own and firms safety please do not share your password with anyone. Do not write down your username and password information on items which can be easily reached. Always log off your session before leaving your computer to prevent unauthorized usage.



3. SCREENS

3.1. Claim Search Screen

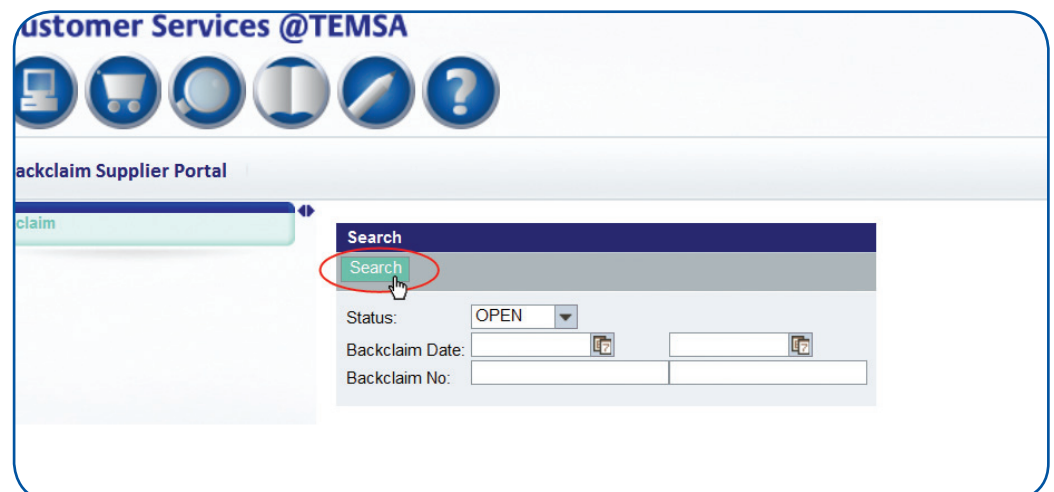
After signing in, you directly reached to the backclaim search screen.

You can search claims by filtering backclaim status, backclaim date range and backclaim number range criterias.



INFORMATION

If you can click search button while not input any data, all claims related to your company will listed.



3.2. Claim List Screen

Results according to your search criterias are listed in this page. Basic claim information is listed also.

The listed information includes following items:

- **Backclaim No** : Indicates backclaim number which is given by TEMSA.
- **Backclaim Date** : The date of backclaim is sent to supplier by TEMSA.
- **Part Number** : Part number of claimed part.
- **Backclaim Costs** : Backclaimed costs.
 - **Labour Costs**
 - **Spare Part Costs**
 - **Other Costs**
 - **Total Claimed Costs**
- **Total Accepted Costs** : Accepted total cost after evaluation.
- **Status** : Indicates claim status.
- **Status Detail** : Indicates detailed information about claim status.
- **Responsible** : Indicates whose response or action is being waited.



	Backclaim No	Backclaim Date	Part No	Labour Costs	Spare Part Costs	Other Costs	Total Claimed Costs	Total Accepted Costs	Status Detail	Status	Responsible
<input type="checkbox"/>	0000000025	9/9/2011	7620230002	29	36.58	0	65.58	0		OPEN	Supplier
<input type="checkbox"/>	0000000061	10/24/2011	7620210007	100	165	12	277	0	INFORMATION REQUESTED	OPEN	Temsa

3.3. Claim Detail Screen

Claim detail screen is used for displaying claim details and taking an action about the claims.

Click backclaim no on claim list screen to display claim detail screen.

Detail Screen shows corresponding data;

- General information ve instructions,
- Claim costs,
- Requests and comments,
- Attachments

List

Back

Select AllUnselect All

	Backclaim No	Backclaim Date	Part No	Labour Costs
<input type="checkbox"/>	0000000025	9/9/2011	7620230002	29
<input type="checkbox"/>	0000000061	10/24/2011	7620210007	100

3.3.1 General Information & Instructions

- **Claim No** : Related backclaim number given by TEMSA
- **Claim Status** : Claim status and whose response or action is being waited
- **VIN** : Chassis number of related vehicle
- **Model** : Model of related vehicle
- **Registration Date** : First registration date and opening of warranty of related vehicle
- **Country** : Country where the repair carried out
- **Service Name** : Service which the repair carried out
- **Failure Date** : Failure date of related vehicle
- **Failure KM** : Failure kilometer of related vehicle
- **Repair Date** : Vehicle's repaired date
- **Repair KM** : Vehicle's kilometer while repaired
- **Claim Date** : Date when service sends the warranty claim to TEMSA
- **Part No** : Number of faulty part
- **Part Name** : Name of faulty part
- **Quantity** : Quantity of faulty part
- **Serial No** : Serial no of faulty part
- **Lot No** : Lot no of faulty part
- **Failure Explanation** : Details, cause of the failure, actions taken to repair are explained.



INFORMATION

It is not possible to get information about serial no and lot no for all parts. TEMSA may not be able to give serial and lot number.

Claim No:	0000000061	Failure Date:	2/14/2011	Part No:	7620210007
Claim Status:	INFORMATION REQUESTED	Failure KM:	67,112	Part Name:	CCA47 AMPLIFIER
VIN:	NLTRJUA8L01010127	Repair Date:	2/14/2011	Quantity:	0
Model:	SAFARI HD	Repair KM:	67,112	Seri No:	99999
Registration Date:	5/10/2010	Claim Date:	3/2/2011	Lot No:	KJAK
Country:	Germany				
Service Name:	SCHERER REISEN				

3.3.2 Claim Costs

Claimed costs consist of “Claimed Part Cost”, “Claimed Labour Cost” and “Claimed Other Cost”. “Total Claimed Cost” is also shown on the screen.

Accepted costs also consist of the same cost types as “Accepted Part Cost”, “Accepted Labour Cost” and “Accepted Other Costs”. Accepted costs appear as same with the claimed costs in default, supplier can make changes on these accepted costs in accordance with his evaluation. “Total Accepted Cost” is calculated automatically.

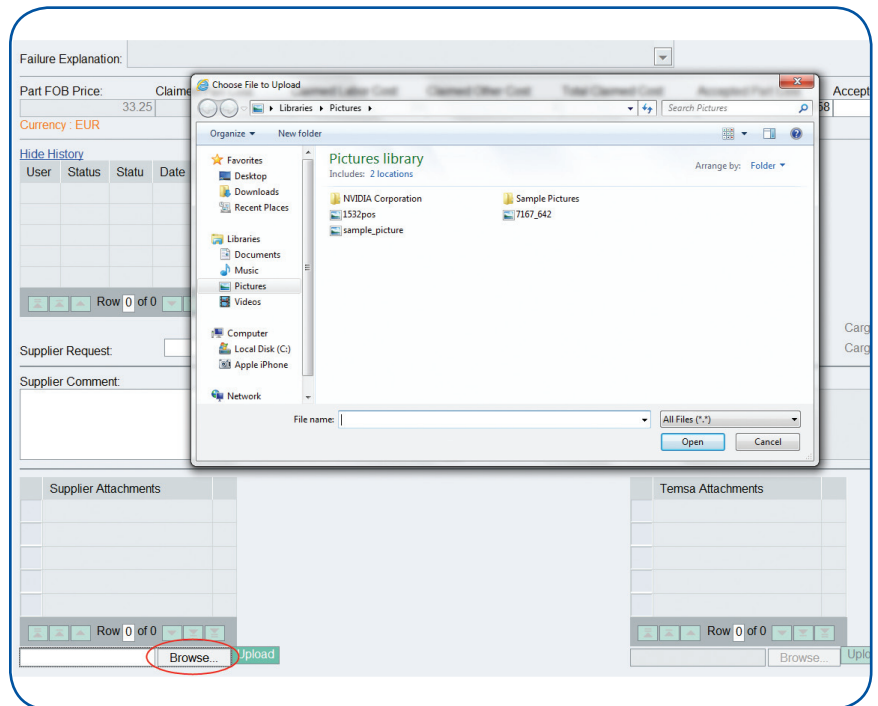
Part FOB Price:	Claimed Part Cost:	Claimed Labor Cost:	Claimed Other Cost:	Total Claimed Cost:	Accepted Part Cost:	Accepted Labour Cost:	Accepted Other Cost:	Total Accepted Cost:
33.25	36.58	29	0	65.58	36.58	29	0	65.58
Currency : EUR								

3.3.4 Attachments

At attachments field photos, documents etc. can be uploaded and displayed.



To add an attachment, click “Browse” button, find the file in your local browser and click “Open” button. Your file is ready to upload. Click “Upload” button to upload file into the system.



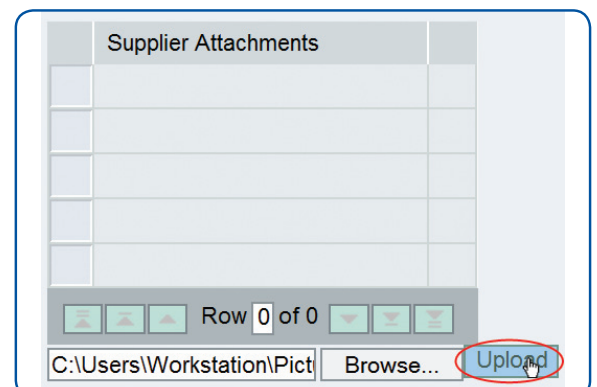
INFORMATION

You can upload only one file at once. You must repeat same procedure for upload files more than one.



INFORMATION

Depending on file size or internet connection speed, uploading time might take a while.



Click attachment name to open attachment. Attachment will open in new window. Click “Delete” button to delete attachment on portal.

Supplier Attachments		
1324284623754_1532pos.jpg	Delete	
1324284628603_7167_642.jpg	Delete	
1324284636107_sample_picture.jpg	Delete	
Row 1 of 3		
Browse...		Upload

Temsa will send you an attachment for your request or giving more information about claim. You can see attachments on “Temsa Attachments” menu. Click attachment name to open attachment. Attachment will open in new window.

Temsa Attachments		
Row 0 of 0		
Browse...		Upload

4. BACKCLAIM PROCESS

4.1. Sending the Claim

When TEMSA send any claim, you will be notified with an automatically sent e-mail from the system.

Dear All,

We, as International Warranty Operations Department Of Temsa Bus&Coach Group, would like to inform you about the received claims from TEMSA Dealers / Service Shops, for some of your products were replaced since the vehicle/vehicles are in warranty period.

By the way, in order to maintain customer satisfaction and in order to protect both your reputation and our company reputation in the market, we have to replace the parts which does not work properly and we in advance pay the related claim amounts to our dealers /service shops after our immediate control on the Claim Reports.

With this regard, the claims related to your products are waiting for your evaluation on TEMSA portal. Please login with your user ID and password given by TEMSA.
<http://online.temsa.com>

We kindly request you to evaluate or respond via “Temsa Portal” until 23.11.2011 in case you have any concern or request. In case no response from you, Temsa will prepare an invoice for the costs. Responses via other sources (mails, phones, etc) rather than “TEMSA Portal” will not be taken into consideration.

Best regards.

A time period is defined for examining claims. Therefore, each time TEMSA sends any claim, a due date is assigned for each claim which is calculated regarding this defined time period. After TEMSA send the claims, you should examine the claims and take an action about the claims by either evaluating the claim or responding with some explanation or request before Due Date.

Unless any action is taken before Due Date, TEMSA will invoice the costs of related claims. You can see the due date on the system as well as it is stated in e-mails. You will also be informed two days and one day before the due date via reminder e-mails.



WARNING

Any other response from another source rather than “TEMSA Portal” will not be taken into consideration. In this case, the claims will be considered as “no response from supplier” and invoiced.

There are Temsa claim(s) waiting for your evaluation. Please respond until via Temsa portal.
<http://online.temsa.com>,
 In case no response from you, Temsa will prepare an invoice for the costs.

Best regards.

4.2. Claim Evaluation

After signing the system search claim(s) which you want to evaluate. Status and responsible of claims will be seen in list screen. Claims which waiting for your evaluation is tagged as “Supplier” in responsible tab.

Click to claim number which you want to evaluate to open claim detail screen. Press “Accept”, “Reject” or “Send To Revision” button located upon the detail screen to response claim.

Detail	
Back Accept Reject Send To Revision	
Claim No:	0000000025
Claim Status:	
VIN:	NLTRJTA7R010101
Model:	SAFARI HD
Registration Date:	4/28/2010
Country:	United Kingdom
Service Name:	ARRIVA BUS & C

4.2.1. Accepting the Claim

Enter the accepted costs and click “Accept” button to finish your evaluation. Temsa should finalize the claim.

Detail									
Back Accept Reject Send To Revision									
Claim No:	0000000025			Failure Date:	11/8/2010		Part No:	7620230002	
Claim Status:				Failure KM:	49,266		Part Name:	MIKROFON	
VIN:	NLTRJTA7R01010012			Repair Date:	11/8/2010		Quantity:	1	
Model:	SAFARI HD			Repair KM:	49,266				
Registration Date:	4/28/2010			Claim Date:	1/5/2011				
Country:	United Kingdom								
Service Name:	ARRIVA BUS & COACH								
Failure Explanation:									
Part FOB Price:	Claimed Part Cost:	Claimed Labor Cost:	Claimed Other Cost:	Total Claimed Cost:	Accepted Part Cost:	Accepted Labour Cost:	Accepted Other Cost:	Total Accepted Cost:	
33.25	36.58	29	0	65.58	36.58	29	0	65.58	
Currency : EUR									

4.2.2. Rejecting the Claim

When you push “Reject” button for rejecting claim, system will ask you to choose “Rejection Cause” from the list in the system and fill the “Rejection Explanation” field and related area will be shown in claim detail screen.



WARNING

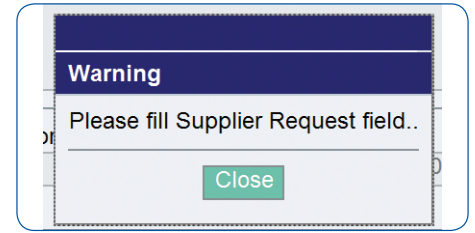
“Rejection Cause” and “Rejection Explanation” fields are obligatory, so that you cannot continue the process without filling them.

Click “Reject Cause” combo box button to show cause list and choose your reject cause. Give more information about your reject cause by using text box to “Rejection Explanation” tab.

If the claim is going to be rejected because of technical reasons, supplier should attach 8D Report in “Supplier Attachments” field. Finally, click “Reject” button to send the evaluation result to TEMSA.

4.2.3. Sending Claim to Revision

You can request “Photo”, “Part” or “Additional Information” from Temsa if you need more information for evaluating the claim.
“Supplier Request” and “Supplier Comment” fields are obligatory, so that you cannot continue the process without filling them.



Click “Supplier Request” combo box button to show request list and choose your request. Give more information about your request by using text box to “Supplier Comment” tab. Finally, click “Send To Revision” button to send the evaluation result to TEMSA.

4.3. Responding Claim by TEMSA

After your responding claim, Temsa will responsible for respond claim. Temsa will examine all of your evaluation and make a feedback about claim.



INFORMATION

Deadline is redefined after each action.

When Temsa takes any action as a response, you will be informed by an automatic e-mail and will be warned to make re-evaluation.

Temsa has responded you about claim
Please respond until via Temsa portal
<http://online.temsa.com.tr>

Information and photos which sent by Temsa will seen in claim detail screen. Temsa tarafından verilen bilgileri ya da eklenen dosyaları claim detay ekranında görebilirsiniz. If part has been sent, Temsa can also enter “Cargo Delivery No” and “Cargo Delivery Date” information into the claim.

A screenshot of a web form for claim details. On the left, there is a label "Temsa Response:" followed by a dropdown menu. On the right, there are two input fields: "Cargo Delivery No:" and "Cargo Delivery Date:". The "Cargo Delivery No:" field is circled in red. There is a small icon to the right of the "Cargo Delivery Date:" field.

Temsa may want to re-evaluate the claims which have been rejected by you. In this case, Temsa will inform you with an e-mail.

Temsa sent the claim for re-evaluation.
Please respond via Temsa portal
<http://online.temsa.com.tr>

If Temsa take an action to a claim, claim status will be changed. You can check claim's situation by looking status and status detail section.

5. STATUS

On online TEMSA Supplier Warranty Portal, there are two kinds of statuses. First one is “Basic Status” which shows if the claim is open, closed or invoiced. The second type is “Detail Status” which gives more detail why any claim is open or closed, etc.

5.1. Basic Status

- **Open** : The status of the claims whose evaluation has not finished yet, which are waiting for the action of the either Temsa or supplier.
- **Closed** : The statuses of the claims whose evaluation has finished. TEMSA has the authorization to convert an open claim into a closed one after the evaluation of supplier. Closed status represents finalized claims which have not been invoiced yet. Rejected claims stay with “Closed” status in the system while the others turn into “Invoiced”.
- **Invoiced** : The status of the claims which are finalized and also invoiced.

5.2. Detail Status

The open statuses of the claims whose evaluation process continues and the explanation of these statuses is shown in the table stated below.

Basic Status	Responsible	Detail Status	Explanation
Open	Supplier	New claim is waiting for evaluation	Claims whose evaluation process has not started yet.
		Part sent	Claims about which supplier requested part as a result of the primary evaluation and Temsa has sent part as respond to the request of supplier. These claims are waiting for re-evaluation of supplier.
		Part could not be sent	Claims about which supplier requested part as a result of the primary evaluation but Temsa has not been able to send the part. These claims are waiting for re-evaluation of supplier.
		Photo sent	Claims about which supplier requested photo as a result of the primary evaluation and Temsa has sent photo as respond to the request of supplier. These claims are waiting for re-evaluation of supplier.
		Photo could not be sent	Claims about which supplier requested photo as a result of the primary evaluation but Temsa has not been able to send photo. These claims are waiting for re-evaluation of supplier.
		Information sent	Claims about which supplier requested additional information as a result of the primary evaluation and Temsa has sent information as respond to the request of supplier. These claims are waiting for re-evaluation of supplier.
		Information could not be sent	Claims about which supplier requested additional information as a result of the primary evaluation but Temsa has not been able to send requested information. These claims are waiting for re-evaluation of supplier.

Basic Status	Responsible	Detail Status	Explanation
Open	Temsa	Part Requested	Claims about which supplier requested part and are waiting for Temsa to take an action for this request.
		Photo Requested	Claims about which supplier requested photo and are waiting for Temsa to take an action for this request.
		Information Requested	Claims about which supplier requested information and are waiting for Temsa to take an action for this request.

The statuses of the claims whose evaluation have been finished; but, which are waiting for the finalization of TEMSA is shown the table stated below. Temsa can convert an open claim into a closed one; or can send a rejected claim back to supplier for re-evaluation.

Basic Status	Responsible	Detail Status	Explanation
Open	Supplier	Claim is waiting for re-evaluation	Rejected claims which Temsa requested re-evaluation of supplier.
	Temsa	Accepted	Claims which have been accepted by supplier and waiting for finalization of Temsa.
		Rejected	Claims which have been rejected by supplier and waiting for the finalization or re-evaluation request of Temsa.
		No response from supplier- Considered as accepted	Claims which supplier did not respond before the deadline; therefore, considered as accepted.

Regarding the evaluation results or in case no response from supplier, Temsa finalizes the claims. The finalized claims turn into “Closed” position and take the following statuses:

Basic Status	Responsible	Detail Status	Explanation
Closed	-	Will be invoiced-Agreed	Claims which has been accepted by supplier and finalized by Temsa. These claims have not been invoiced yet.
		Will be invoiced-No response from supplier	Claims which have been finalized as accepted because of no response from supplier before the deadline. These claims have not been invoiced yet.
		Not invoiced-Agreed	Claims which have been rejected by supplier and the rejection have been accepted by Temsa. These claims stay with “Closed” status.

Finalized claims take “Invoiced” status when invoiced to supplier by Temsa. “Invoice No” can be traced from the backclaim list screen.

Basic Status	Responsible	Detail Status	Explanation
Invoiced	-	Invoiced-Agreed	Claims which have been accepted by supplier and finalized and invoiced by Temsa.
		Invoiced-No response from supplier	Claims which have been finalized and invoiced by Temsa because of no response from supplier.



TEMESA

Stamp

www.temsa.com

Temsa Global

Kısıklı Cad. Şehit Teğmen İsmail Moray Sok.
No: 2/1 34622
Altunizade - İstanbul / Türkiye

T: +90 216 544 52 00
F: +90 216 325 60 40
E: info@temsaglobal.com

Temsa Adana Factory

Mersin Yolu Üzeri 10. km
P.K. 480 01323
Adana / Türkiye

T: +90 322 441 02 26
F: +90 322 441 08 74

"Value in motion" and "TEMESA" is a trading name of TEMSA Global. The TEMSA Roundel and the TEMSA word mark are registered trademarks of TEMSA Global. The information in this publication is accurate as of its publication date. The information here in is subject to change without prior notice. Copyright© 2011 TEMSA Global. All rights reserved.