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

Logging in

You can log in to the Wilmink Engine Parts customer portal in 4 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

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Kentekenplaten	V	Cupra	SVECO	Iveco	$\overline{\Theta}$	Opel	Υ	Tesla
0		Dacia	and the second	Jaguar	×	Peugeot	9	Toyota
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		Damatsu		Nia			Θ	40140
RDW website			Gebruik van de catalogus gesc	hiedt op eigen risico, prijzen word	ggerenen gezen name en steater en se en s	ijn in geen geval bindend.		
Newsletter								

3. Log in via our webshop by clicking on My Account -> Customer portal

wilmink engine parts member of the	Search by engine of	orde OE number or article n	umber .		Alianwa order - Pané Bieschon - C
nt products	s - O applications -	brands • •	instructions -		Your data Wish list
Manufacturer	Model	\$ Type			Customer portal Change Password Logged in as: René Bisschop Log out Price: Net VAT: Ex It's not just about parts, It's a
Vilmink Products Applications Prands Instruction	My account My details Wish list Returns Customer <u>portal</u>		wilmink engine parts member of the withink group	Need some hely sales@wilminkgrou Rigaweg 16 9723 TH Groningen	p.com Follow us p.com Facebook (in Linkedin Newsletter



4. Or go to https://portal.wilmink.nl/

If you follow any of the above options, you will be taken to the following screen.

	C series X V series Fortage X T		- 0 ^
<form><form><form><form></form></form></form></form>	A https://portal.wilmink.nl/_layouts/15/Wilmink.portal/Login.aspc?Retu	mUlri=%27_layouts%2115%24/uthenticate aspr0.35cource%324%252786Source=%2F	

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.



TESTKLANT WIL
TESTKLANT WIL Aanvraag retourzending Status retouraanvragen Aanvraag garantie Status garantieaanvragen Openstaande inkooporderregels
Open invoices Back to customer overview

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.

	Verkoopordernummer	Inkoopordernummer	Speciaal besteld	Artikelnummer	Extern artikelnummer	Artikelnaam	Netto prijs per stuk	Aantal besteld	Aantal geleverd	Aantal geretouneerd ⁹	Aantal in aanvraag 📍	Aantal nog te ? retourneren	Leverdatum ⁴
			•				\$	\$	\$	¢	÷	¢	
	WVO9247400			WG1012102	8029165	Afdichtring, verstuiver	5,76	1	1	0	0	1	16-09-2020
	WVO9247400			WG1012110	8029173	Afdichtring, verstuiver	4,33	1	1	0	0	1	16-09-2020
	WVO9247299	Tel. Best. 15092020		WG1036173	2800B2	Montage olie	2,70	12	12	0	0	12	15-09-2020
	WVO9247157	ST2020018156		WG1488314	TC2010FK	Distributiekettingset	82,21	1	1	0	0	1	15-09-2020
	WVO9247152	ST2020018153		WG1013870	7481088	Lambdasonde	52,27	1	1	0	0	1	15-09-2020
	WVO9247117	ST2020018141		WG1085650	802.820	Cilinderkopbout set	17,98	1	1	0	0	1	15-09-2020
	WVO9247100			WG1098892	01-S2664	Klepgeleider	3,58	1	1	0	0	1	15-09-2020
]	WVO9246930			WG1103129	14-32075-01	Cilinderkopbout set	12,48	1	1	0	0	1	14-09-2020
	140/00246020		-	WC1097059	274.650	Pakkingsset,	44.10		1	0	0	-	14 00 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'.

	WVO9246266		WG1053272	G3544	Klepgelei
	WVO9246139		WG1098888	01-S2647	Klepgele
	WVO9246100	ST2020017705	WG1181963	JD5827	Pakking, uitlaatbo
	WVO9245895		WG1013400	8029331	Drukcon turbolad
Pagina groo	tte: 20 🔻				
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You will now see the following screen.

Bevestiging reto	Bevestiging retourorder							
Aantal retour Verkoopordernummer	• Inkoopordernummer	Artikelnummer	Extern artikelnummer					
1 🗘 WVO9247400		WG1012102	8029165					
1 🗘 WVO9247400		WG1012110	8029173					
Uw inkoopnummer / referentie (word Reden retour Opmerkingen	Uw inkoopnummer / referentie (wordt vermeld op uw factuur) Reden retour T Opmerkingen							
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:

etour	Verkoopordernummer +	Inkoopordernummer	Artikelnummer	artikelnummer	Artikelnaam	prijs per stuk	besteld	geleverd	geretouneerd	aanvraag	retourneren	Leverdatum	Reden retour
1 🗘	WVO9247400		WG1012102	8029165	Afdichtring, verstuiver	5,76	1	1	0	0	1	16-09-2020	Defect artikel 🔹
1 0	WVO9247400		WG1012110	8029173	Afdichtring, verstuiver	4,33	1	1	0	0	1	16-09-2020	Defect artikel 👻
v inkoopn est iden retou iefect artik	ummer / referentie (wordt v vr tel v	ermeld op uw factuur)											

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.

MA-nummer 🕈	RMA datum 🛛 🕈	Barcode	RMA formulier	Artikelnummer 🕈	Extern artikelnummer	Artikelnaam 📍	Opmerking 💡	Verwacht aantal retour	Ontvangstdatum	Aantal retour 💡	Status 💡	Factu
	•							÷	-	*		
RM2003063	15-09-2020	[Held]	ACR	WG1033389	PVG07021-01	Pakkingsset, cilinderkop		1		0	Verwacht	
RM2003063	15-09-2020	[HII]	PDF	WG1052018	ER4127	Tuimelaar, motorsturing		4		0	Verwacht	
RM2003063	15-09-2020	[mild]	RDF.	WG1700696	CB-1463A STD	Drijfstanglagerset		1		0	Verwacht	
RM2003063	15-09-2020	[Held]	PDF	WG1749204	7516348	Luchtmassameter		1		0	Verwacht	
RM2003022	10-09-2020	[hald]	ACR BOR	WG1177785	AG8080	Pakking, cilinderkop		1		0	Verwacht	
RM2003022	10-09-2020	[Held]	A BOR	WG1768006	TC9600FK	Distributiekettingset		1		0	Verwacht	
RM2003022	10-09-2020	[HIN]	PDF	WG1924916	7.06117.42.0	Regelklep, nokkenasregeling		1		0	Verwacht	
RM2002919	01-09-2020	[mm]	1	WG1023610	99457600	Zuiger		1	01-09-2020	1	Gefactureerd	L

RMA-nummer 🤗	RMA datum	۹	Barcode	RMA formulier
		•		
WRM2003063	15-09-2020		Initi	PDF
WRM2003063	15-09-2020			PDF

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 you 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.

9	Status 🤗	Factuur
-	Gefactureerd	
1	Gefactureerd	PDF
4	Gefactureerd	PDF
4	Gefactureerd	PDF
6	Gefactureerd	PDF
		(mage)



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 'Manual - Warranty request - Wilmink Engine Parts' on our website.

Status of warranty requests

You can view the status of your warranty request on this page.

Garantie aanvraag 📍 nummer	Datum indienen - 9 aanvraag	Behandeldatum 🌱	Status 🌱	Artikelnummer 💡	Goederen ontvangen?	Opmerking
	•	-			-	
WIL0000345	15-09-2020		Ontvangen	wg1051374		
WIL0000288	13-02-2020	08-06-2020	Afgewezen	WG1897443		
WIL0000280	27-01-2020	11-02-2020	ln behandeling	WG1268451		11-02-2020 opgestuurd naar fabrikant ter beoordeeling

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 Wilmink 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 attached. With every application that we grant we will also attach the invoice to your request as a document.

Garantie aanvraag als PDF	Reactie Wilmink link	Garantie aanvraag bijlages	Factuur link
<u>لم</u>	A		
PDF.			
	PDF		
PDF	PDF	PDF	



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 📍	Artikelnummer 💡	Extern artikelnummer	Artikelnaam 💡	Aantal besteld 🛛 📍	Aantal geleverd 💡	Nog te leveren 💡	Verwachte leverdatum
	-						\$	\$	\$	
WVO9219805	15-04-2020		4165237	WG1012411	8010599	Bobine	2	0	2	26-06-2020
WVO9224847	13-05-2020		Deels back	WG1013685	8029048	Injectiesysteem	1	0	1	14-05-2020
MU/00726242	20.05.2020		4102949	W/G1012696	2020040	Injectionsteam	10	2	7	06.09.2020

But the most important field is the expected delivery date.

Aantal besteld 🛛 📍	Aantal geleverd 🛛 📍	Nog te leveren 🛛 📍	Verwachte leverdatum
* *	÷	* *	
2	0	2	26-06-2020
1	0	1	14-05-2020
10	3	7	06-08-2020
1	0	1	04-06-2020
1	0	1	18-06-2020
1	0	1	23-07-2020

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 Y	Betaald bedrag 🛛 👻	Openstaand bedrag	Vervalddatum 💡	Vervallen
	-		÷		÷	•	
PDF	25-08-2020	WVF20031929	1.078,03	0,00	1.078,03	24-09-2020	
PDF	25-08-2020	WVF20032101	1.198,48	0,00	1.198,48	24-09-2020	
X	21_08_2020	W//F20022802	461.82	0.00	461.82	30-00-2020	

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.