

SUPPLIER MANUAL CLAIM MANAGEMENT

i-Source | Supplier Manual

How and where claims end up in i-Source



Main Dashboard Supplier view

Quick Links

Received Action Collaborations

Action Name	Received on
Please check Claim of Bosch and give us Feedback	31/03/2021

My Bid Collectors with Pending Responses

My Actions

	Running	Completed	Total
Buyer	2	2	4
Total	2	2	4

My Actions List

Action Name	Action Status	Action Start Date	Action End Date
Please check Claim of Bosch and give us Feedback	Running	31/03/2021	30/04/2021
Please check Claim			

New Messages (last 30 days)

In case Bosch sent you a claim, so called „action collaboration“ you receive an information email about it. In the i-Source dashboard the claim appears in the „Received Action Collaboration area“, as well as in the „My Actions List“.

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How to answer a claim



▶ Action: Please check Claim of Bosch and give us Feedback Supplier view Running

Details Collaboration Area Messages (Unread 1)

Collaboration Overview

Action Description
For Users of Supplier:
+++++ fields.
Please fill out the supplier-editable fields.
If the data in the buyer-editable fields is still pending please come back later.

Activity Summary	Status	Current	Last Opened to Supplier
	Open to Supplier	Start Date: 31/03/2021 13:57 First Accessed: 31/03/2021 13:59 Collaborator: User 123 Test	---

Supplier Attachments Upload New File

① No Attachments

Collaboration Form

① Edit Values

Information and Questions for the Supplier:

Question	Description	Response
👁️ Claim Description	★ Please describe the exact claim and provide details.	Warranty Case: Abcdefghijklmnopqrstuvwxyz
👁️ Claim Amount in Currency EUR	★ Claim Amount in Currency EUR	1,000
🔗 Claim Acceptance by Supplier	★ Confirmation of the claim amount	2
⚙️ Claim Acceptance Comment by Supplier	In case of Claim Acceptance is "No" it is mandatory to leave a detailed comment explaining why.	3

To be edited by supplier

Running

Complete Collaboration

Open the claim action and access the „Collaboration Area“.

On top of the „Collaboration Form“ are the details of the claim (description and amount)

Via „Edit Values“ the supplier questions can be answers.

After these were entered, click „Complete Collaboration to send your response back to Bosch.

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Communication about claim details



Preparation Execution Ended

▶ Action: Please check Claim of Bosch and give us Feedback ▶ Running

Details Collaboration Area Messages (Unread 0)

[Create Message](#) Received Messages Sent Messages Draft Messages Forwarded Messages

Overview

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My Actions

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My Actions List

Action Name	Action Status	Action Start Date	Action End Date
Please check Claim of Bosch and give us Feedback	Running	31/03/2021	30/04/2021
Please check Claim of Bosch and give us Feedback	Running	23/03/2021	23/04/2021

New Messages (last 30 days)

Actions (1)

Unread Messages in:	Organization Name
Please check Claim of Bosch and give us Feedback	...

The communication about details regarding the claim should happen via the Message Board.

New messages from Bosch, will appear in the „New Messages“ area of the dashboard; also an information email is send.