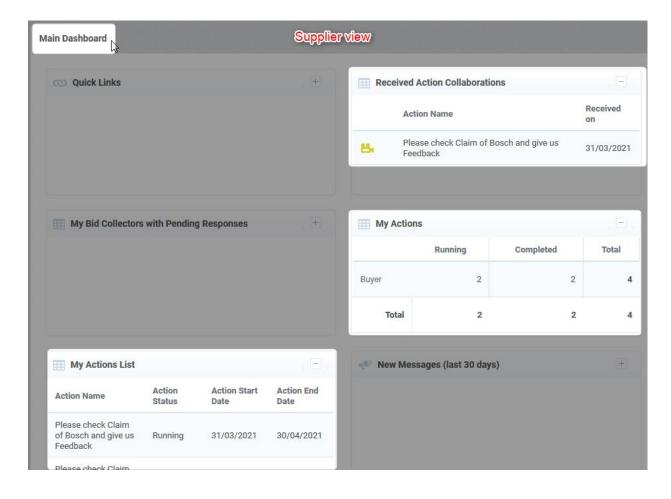
## SUPPLIER MANUAL CLAIM MANAGEMENT



## i-Source | Supplier Manual How and where claims end up in i-Source

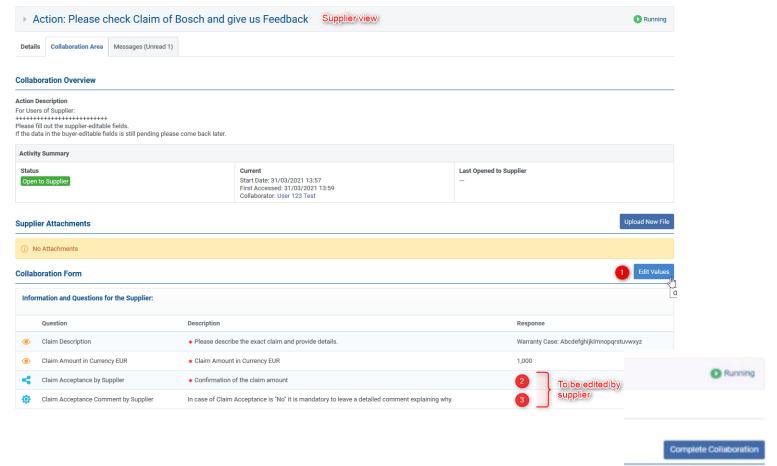




In case Bosch sent you a claim, so called "action collaboartion" you receive an information email about it. In the i-Source dashboard the claim appears in the "Received Action Collaboration area", as well as in the "My Actions List".



## i-Source | Supplier Manual How to answer a claim





Open the claim action and access the "Collaboration Area".

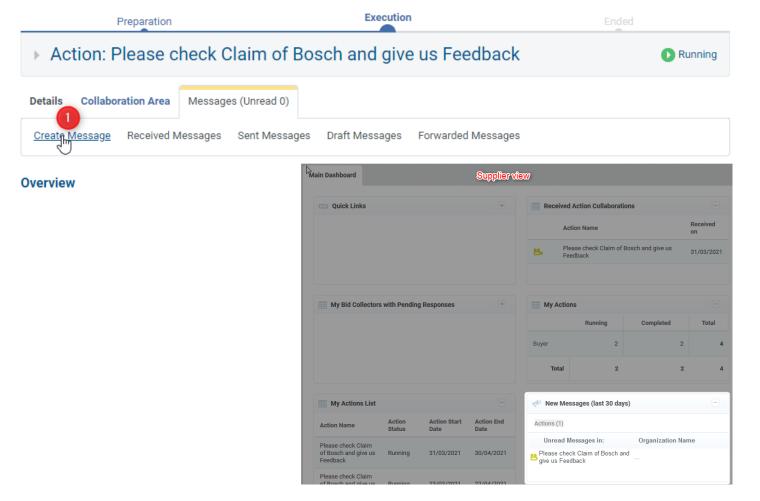
On top of the "Collaboration Form" are the details of the claim (description and amount)

Via "Edit Values" the supplier questions can be answers.

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



## i-Source | Supplier Manual Communication about claim details





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.

