

TO ACCESS INSERT YOUR CREDENTIALS

USER NAME: CUSTOMER CODE

PASSWORD: THE SAME USED FOR THE ONLINE CATALOG



Login

Dear user,
to access the claim management system
you need to request the login credentials
by writing a mail to the following address:
mail@sabo.it.

IF YOU DO NOT HAVE ANY CREDENTIAL YOU CAN
REQUEST IT TO THE EMAIL ADDRESS INDICATED HERE
OR CONTACT YOUR RNB-SABO REPRESENTATIVE

Filter and efficiently find the claim you are looking for (to close this section click on the double arrows)

TO INSERT A NEW CLAIM CLICK «Open»
«Attention to the type of claim that you would like to insert»

SABO CLAIM AREA

QUALITY DATA MANAGEMENT

NEW CLAIM FOR DAMAGED OR DEFECTIVE ITEM

Open

NEW CLAIM FOR WRONG ORDER OR SHIPPING PROBLEM

Open

CLAIM LIST

Date	Number	Type	Sabo code	Product quantity	Status	User	Closing document	Report	
30/01/2019	190005	Order/shipping problem	Air springs		Inserted	Customer			Open

Identification number for the claim

Claim progress status

By clicking on this icon it is possible to download the detailed closing report of the claim and the closing document, if available

The «Open» button allows you to view the claim

CLAIM LIST

Date	Number	Type	Sabo code	Product quantity	Status	User	Closing document	Report	
30/01/2019	190005	Order/shipping problem	Air springs		Inserted	Customer			Open
30/01/2019	190004	Order/shipping problem	Air springs		Inserted	Customer			Open
30/01/2019	190003	Damaged/defective item	Shock Absorbers - 690342	1	Inserted	Customer			Open
30/01/2019	190002	Damaged/defective item	Air springs - SA520003	1	Acceptable under warranty	Customer			Open
23/11/2018	180890	Generic	Shock Absorbers - 890161B	12	Inserted	Customer			Open
02/11/2018	180831	Generic	Shock Absorbers - 895318	5	Inserted	Customer			Open

Based on your client code and psw, these fields are self-filled. Verify their correctness BEFORE CONFIRMING

By clicking on the "x" you can save and/or cancel and close the claim

CUSTOMER

Customer ID

Email *

CLAIM FORM

Invoice number

Invoice date

Product line *

Product code *

Product quantity *

Production week *

Enter qty > 1 only if "production date" and "reason for claim" coincide.

Insert number and date of invoice if available

Fields marked with red asterisks are mandatory

By clicking «Send», the claim is sent

NB: Every claim corresponds to a product code, it is possible to insert qty > 1 only if «product code», «production date» and «claim motivation» coincide for all the items to be claimed.

Send

**Dear Customer, thank you for entering correctly your claim!
We will reply to you briefly.**

Once the claim has been entered and sent, the system will send you a confirmation e-mail with the summary data of your claim. Remember, you can always view the claim details by accessing it from the claim archive.