

2023-11-13

EXTRANET

Operating Procedure

Dealer

Innovation, creativity and **made in France**
at the heart of our DNA since 1920



A vertical strip on the left side of the slide showing a close-up of several red electrical connectors or plug sockets.

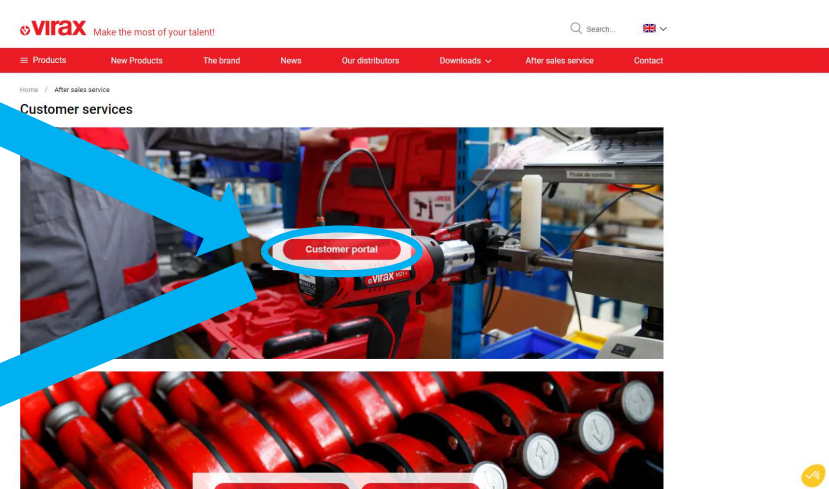
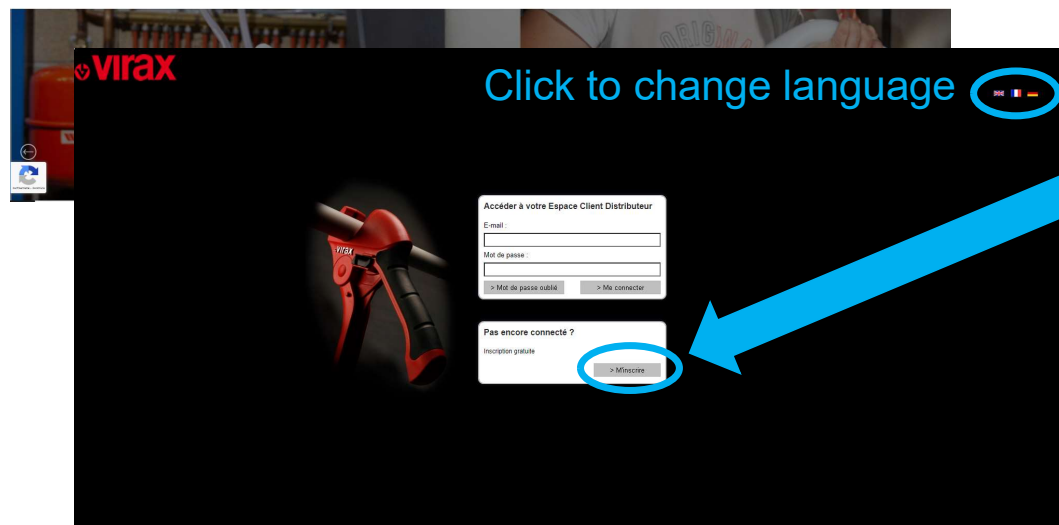
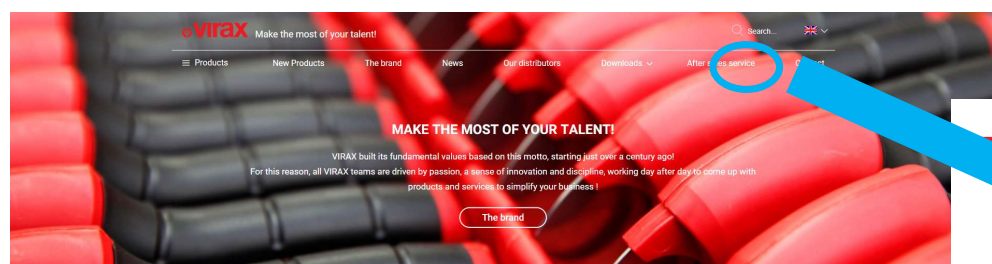
SUMMARY

1. Creating dealer account – 1st connexion
2. Connexion
3. Create a return request
4. Consult the progress of after-sales requests

1. Creating dealer account – 1st connexion

Access through VIRAX website – After sales service section

<https://www.virax.com/en/>



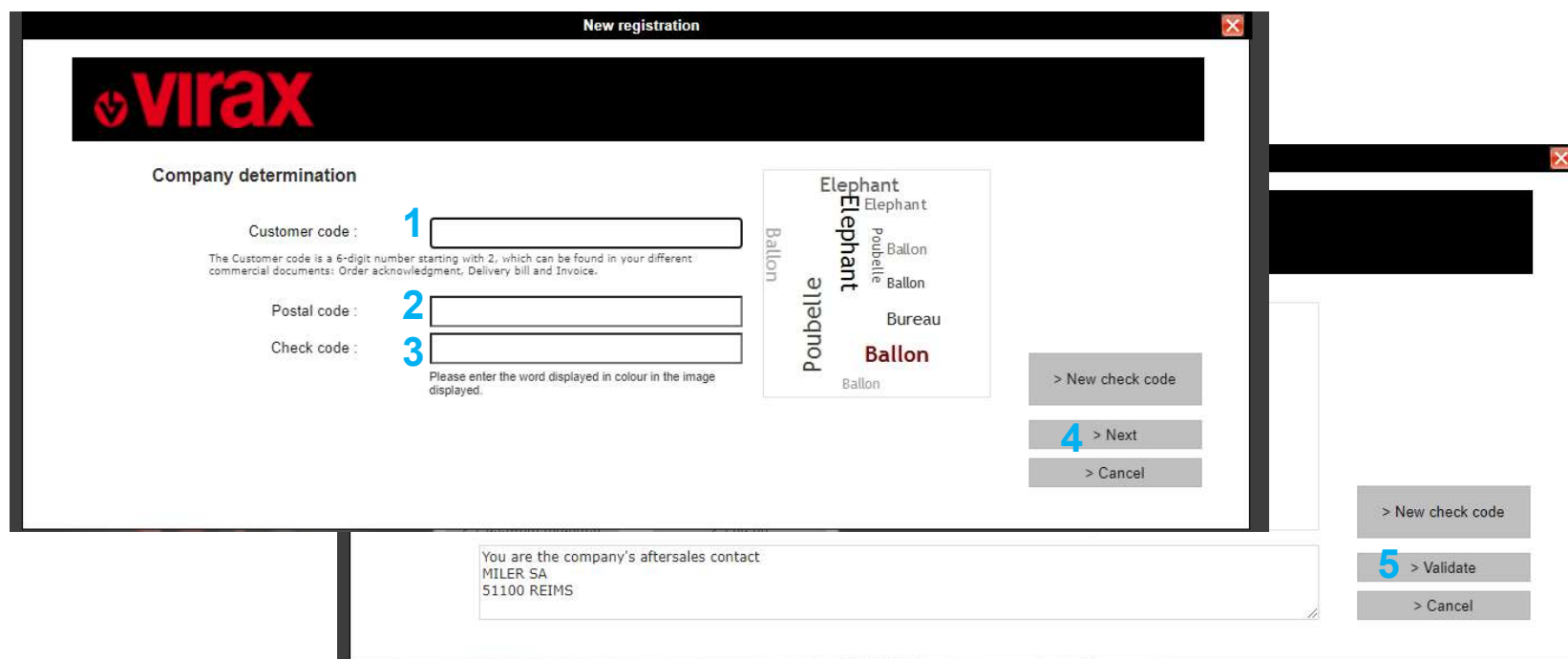
Accès Extranet

http://extranet.virax.com/eFOB_Virax_Customers_Portal

1. Creating dealer account – 1st connexion

Complete the 3 fields and validate

The system shows you the store entered – Confirm if OK



New registration

virax

Company determination

Customer code : **1**

The Customer code is a 6-digit number starting with 2, which can be found in your different commercial documents: Order acknowledgment, Delivery bill and Invoice.

Postal code : **2**

Check code : **3**

Please enter the word displayed in colour in the image displayed.

Elephant
Elephant
Elephant
Poubelle
Ballon
Bureau
Ballon
Ballon
Poubelle
Ballon

> New check code

4 **> Next**

> Cancel

> New check code

5 **> Validate**

> Cancel

You are the company's aftersales contact
MILER SA
51100 REIMS

1. Creating dealer account – 1st connexion

Complete the 9 fields and save

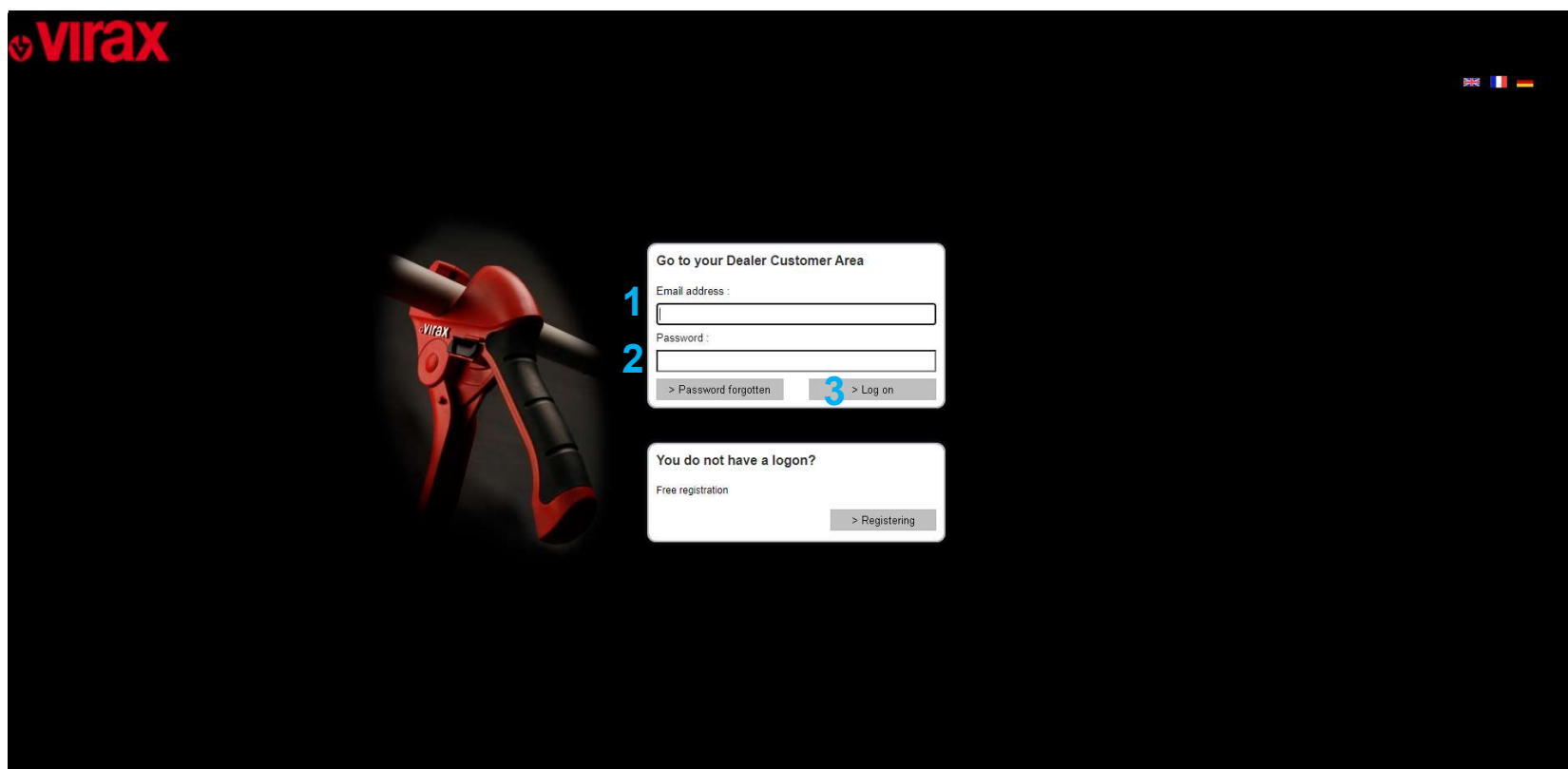
A screenshot of a web browser window titled "New registration" with the Virax logo at the top. The form is titled "Your aftersales ID" and contains several input fields. A blue bracket on the left side of the form groups the first five fields (Title, Name, First name, Email address, and Repeat your Email address) and is labeled with a blue "1". The fields are: "Title *" with a dropdown menu showing "Mr.", "Name *" (text input), "First name *" (text input), "Email address *" (text input), and "Repeat your Email address *" (text input). Below these are "Country *" with a dropdown menu showing "Afghanistan", "Telephone *" (text input), "Your password *" (text input), and "Repeat your password *" (text input). A blue "2" is positioned next to a "> Save" button at the bottom right. A small note at the bottom left states "* : mandatory field".

- The email address will be use as a login to connect to the dealer account and will receive all email notifications of file progress.
- Favor “generic” addresses for a store or create several accounts if several users in a store

The after-sales service then checks the created profile before it becomes active

2. Connexion

Use the email address and password created in step 1

The image shows the Virax login page. On the left, there is a large image of a red and black Virax power tool. The background is dark. The Virax logo is in the top left corner. In the top right corner, there are flags for the UK, France, and Germany. The main content area has a white box titled "Go to your Dealer Customer Area". Inside this box, there are two input fields: "Email address :" and "Password :". To the left of the "Email address :" field is a blue number "1". To the left of the "Password :" field is a blue number "2". Below the "Password :" field is a button labeled "> Password forgotten". To the right of the "Password :" field is a button labeled "3 > Log on". Below the "Go to your Dealer Customer Area" box is another white box titled "You do not have a logon?". Inside this box, there is a link "Free registration" and a button labeled "> Registering".

virax

UK FR DE

Go to your Dealer Customer Area

1 Email address :

2 Password :

> Password forgotten 3 > Log on

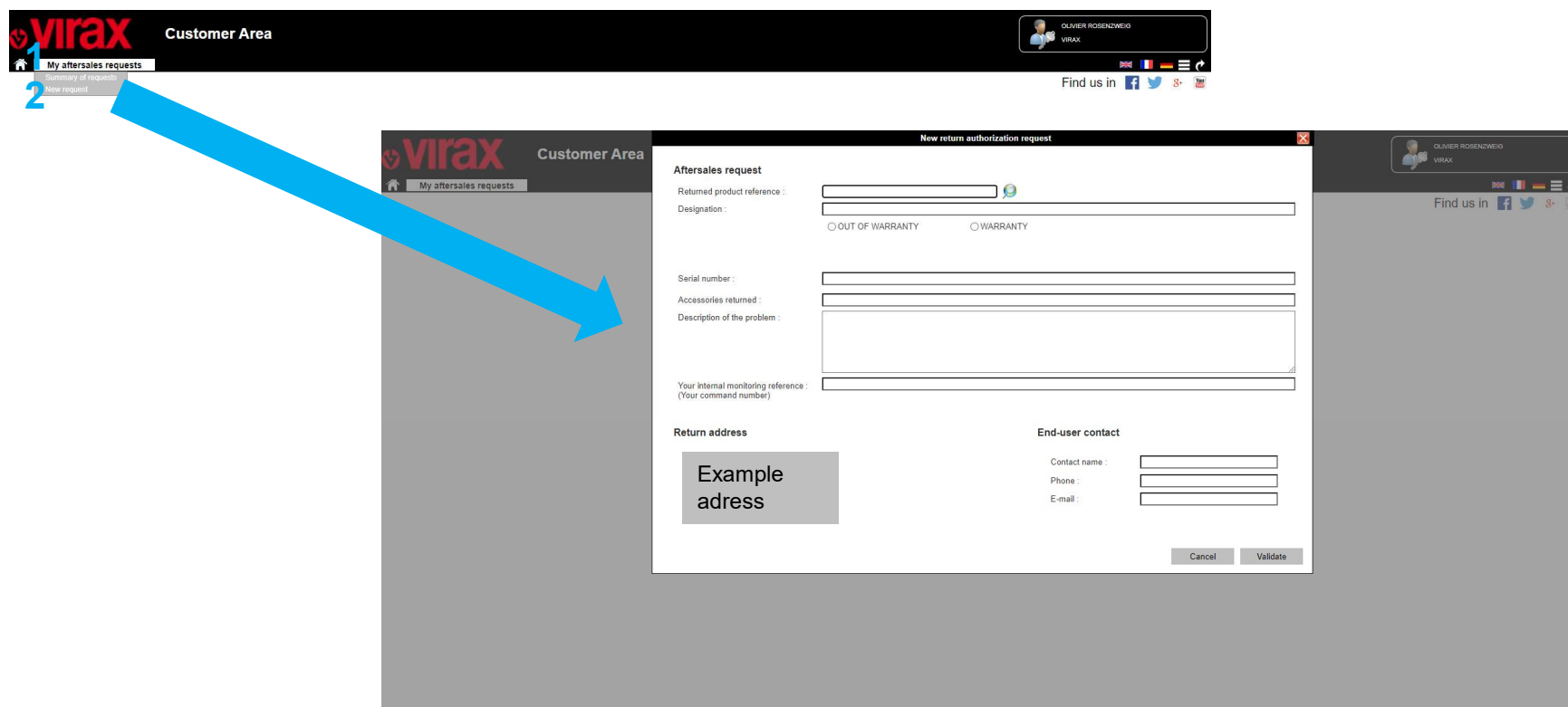
You do not have a logon?

Free registration > Registering

3. Create a return request

Log in to your account

Select “new request”, the following screen is displayed

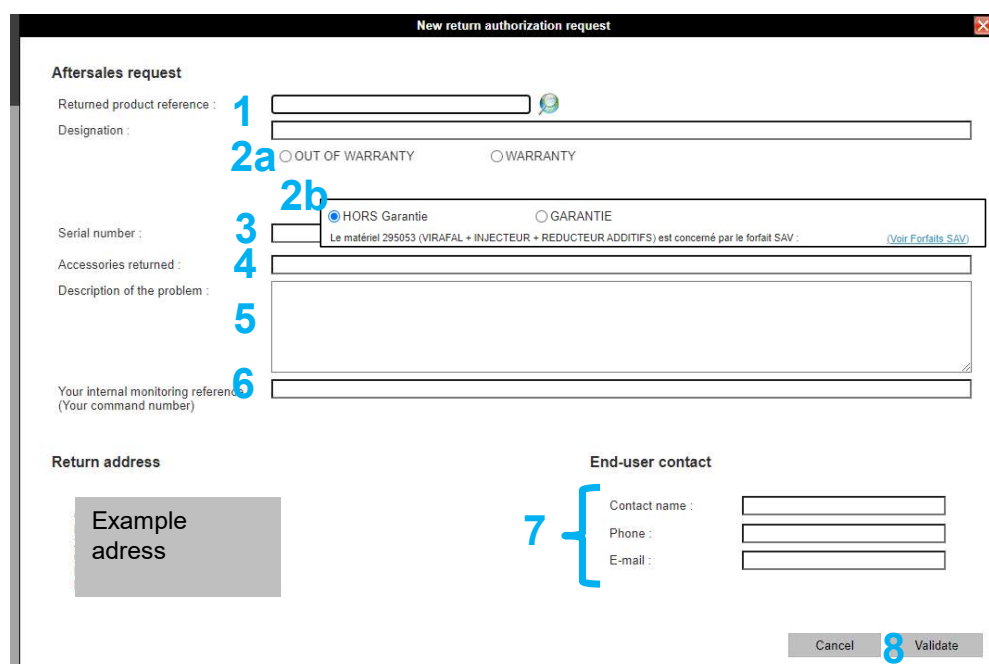


The screenshot displays the Virax Customer Area interface. On the left, a sidebar contains a 'My aftersales requests' section with two links: 'Summary of requests' (labeled 1) and 'New request' (labeled 2). A blue arrow points from the 'New request' link to the 'New return authorization request' form. The form is titled 'New return authorization request' and contains the following fields:

- Aftersales request**
 - Returned product reference :
 - Designation :
 - ☐ OUT OF WARRANTY ☐ WARRANTY
 - Serial number :
 - Accessories returned :
 - Description of the problem :
 - Your internal monitoring reference : (Your command number)
- Return address**
 - Example address
- End-user contact**
 - Contact name :
 - Phone :
 - E-mail :

At the bottom right of the form are 'Cancel' and 'Validate' buttons. The top of the page shows the Virax logo, 'Customer Area', and a user profile for 'OLIVIER ROSENZWEIG VIRAX'.

3. Create a return request



New return authorization request

Aftersales request

Returned product reference : 1

Designation : 2a

☐ OUT OF WARRANTY ☐ WARRANTY

Serial number : 3 2b ☒ HORS Garantie ☐ GARANTIE
Le matériel 295053 (VIRAFAL + INJECTEUR + REDUCTEUR ADDITIFS) est concerné par le forfait SAV : [\(Voir Forfaits SAV\)](#)

Accessories returned : 4

Description of the problem : 5

Your internal monitoring reference (Your command number) : 6

Return address

Example address

End-user contact

7 { Contact name :

Phone :

E-mail :

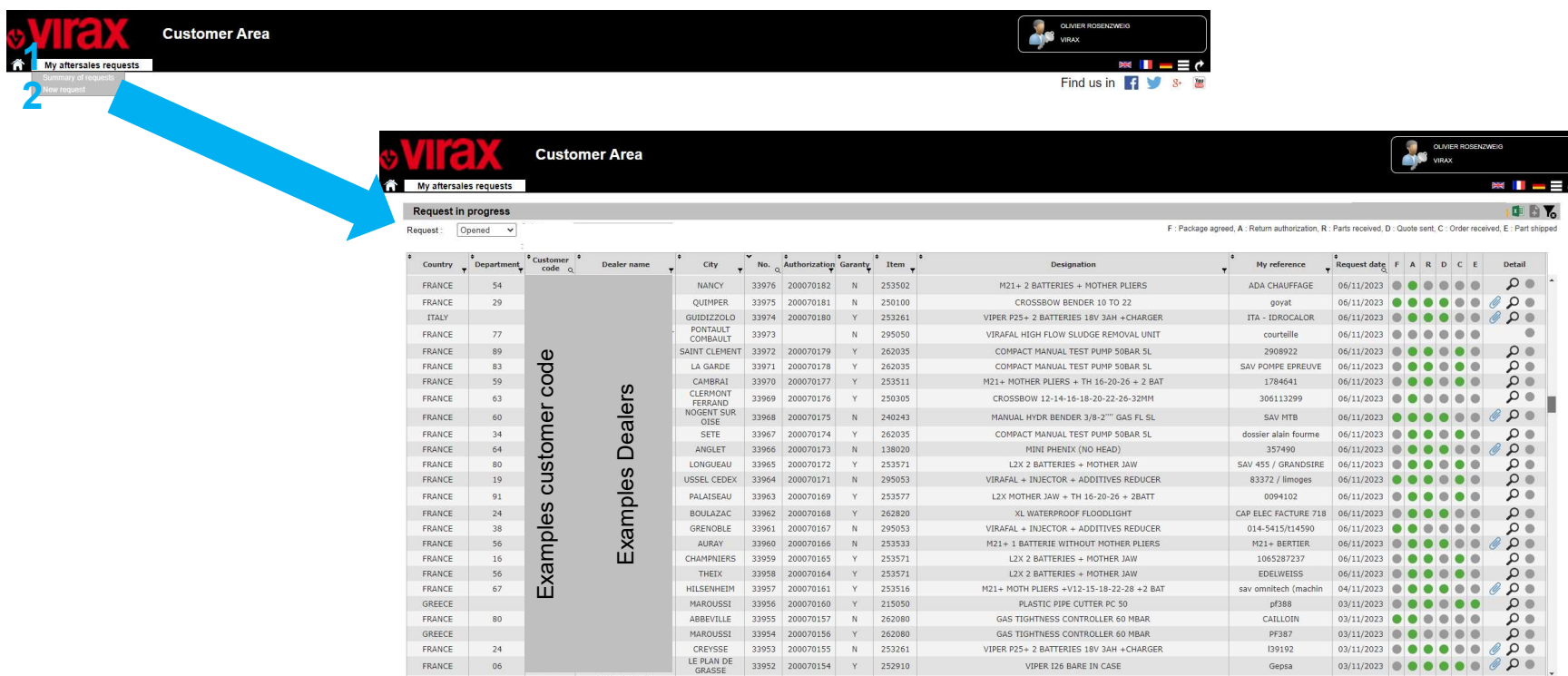
Cancel 8 Validate

1. Select the product concerned using the search menu (reference or keyword)
2. Select WARRANTY or OUT of WARRANTY
 - a) Warranty: Do not forget to attach the invoice with the returned product
 - b) Out of Warranty: If the product is covered by a package – link to the price file
3. Serial number or vintage to be provided if available on machine
4. Indicate the accessories you are returning
 - a) The more complete the machine, the more complete the analysis will be
5. Describe the problem, with as much detail as possible (how did the problem occur?, type of tubes and/or fittings used?...)
6. Internal distributor reference (if necessary)
7. Possibility of providing the contact details of the end customer
 - they will be able to receive notifications of progress of their product)
 - they will not receive the VIRAX quote (only available to dealer)

4. Consult the progress of after-sales requests





Log in to your account

Select “summary of requests”, the following screen is displayed



virax Customer Area

OLIVIER ROSENZWEIG
VIRAX

Find us in    

1 My aftersales requests
2 Summary of requests
New request

virax Customer Area

OLIVIER ROSENZWEIG
VIRAX

Request in progress

Request:

F : Package agreed, A : Return authorization, R : Parts received, D : Quote sent, C : Order received, E : Part shipped

Country	Department	Customer code	Dealer name	City	No.	Authorization	Garanty	Item	Designation	My reference	Request date	F	A	R	D	C	E	Detail
FRANCE	54			NANCY	33976	200070182	N	253502	M21+ 2 BATTERIES + MOTHER PLIERS	ADA CHAUFFAGE	06/11/2023							
FRANCE	29			QUIMPER	33975	200070181	N	250100	CROSSBOW BENDER 10 TO 22	goyat	06/11/2023							
ITALY				GUIDIZZOLO	33974	200070180	Y	253261	VIPER P25+ 2 BATTERIES 18V 3AH +CHARGER	ITA - IDROCALOR	06/11/2023							
FRANCE	77			PONTAULT COBBAULT	33973		N	295050	VIRAFAL HIGH FLOW SLUDGE REMOVAL UNIT	courtelle	06/11/2023							
FRANCE	89			SAINT CLEMENT	33972	200070179	Y	262035	COMPACT MANUAL TEST PUMP 50BAR SL	2908922	06/11/2023							
FRANCE	83			LA GARDE	33971	200070178	Y	262035	COMPACT MANUAL TEST PUMP 50BAR SL	SAV POMPE EPREUVE	06/11/2023							
FRANCE	59			CAMBRAI	33970	200070177	Y	253511	M21+ MOTHER PLIERS + TH 16-20-26 + 2 BAT	1784641	06/11/2023							
FRANCE	63			CLERMONT	33969	200070176	Y	250305	CROSSBOW 12-14-16-18-20-22-26-32MM	306113299	06/11/2023							
FRANCE	60			FERRAND	33968	200070175	N	240243	MANUAL HYDR BENDER 3/8-2" GAS FL SL	SAV MTB	06/11/2023							
FRANCE	34			NOGENT SUR OISE	33967	200070174	Y	262035	COMPACT MANUAL TEST PUMP 50BAR SL	dossier alain fourme	06/11/2023							
FRANCE	64			ANGET	33966	200070173	N	138020	MINI PHENIX (NO HEAD)	357490	06/11/2023							
FRANCE	80			LONGUEAU	33965	200070172	Y	253571	L2X 2 BATTERIES + MOTHER JAW	SAV 455 / GRANDSIRE	06/11/2023							
FRANCE	19			USSEL CEDEX	33964	200070171	N	295053	VIRAFAL + INJECTOR + ADDITIVES REDUCER	83372 / limoges	06/11/2023							
FRANCE	91			PALAISEAU	33963	200070169	Y	253577	L2X MOTHER JAW + TH 16-20-26 + 2BATT	0094102	06/11/2023							
FRANCE	24			BOULAZAC	33962	200070168	Y	262820	XL WATERPROOF FLOODLIGHT	CAP ELEC FACTURE 718	06/11/2023							
FRANCE	38			GRENOBLE	33961	200070167	N	295053	VIRAFAL + INJECTOR + ADDITIVES REDUCER	014-5415/14590	06/11/2023							
FRANCE	56			AURAY	33960	200070166	N	253533	M21+ 1 BATTERIE WITHOUT MOTHER PLIERS	M21+ BERTIER	08/11/2023							
FRANCE	16			CHAMPNIERS	33959	200070165	Y	253571	L2X 2 BATTERIES + MOTHER JAW	1065287237	06/11/2023							
FRANCE	56			THEIX	33958	200070164	Y	253571	L2X 2 BATTERIES + MOTHER JAW	EDELWEISS	06/11/2023							
FRANCE	67			HILSENHEIM	33957	200070161	Y	253516	M21+ MOTH PLIERS +V12-15-18-22-28 +2 BAT	sav omnitech (machin	04/11/2023							
GREECE				MAROUSSI	33956	200070160	Y	215050	PLASTIC PIPE CUTTER PC 50	pf388	03/11/2023							
FRANCE	80			ABBEVILLE	33955	200070157	N	262080	GAS TIGHTNESS CONTROLLER 60 MBAR	CAILLOIN	03/11/2023							
GREECE				MAROUSSI	33954	200070156	Y	262080	GAS TIGHTNESS CONTROLLER 60 MBAR	PF387	03/11/2023							
FRANCE	24			CREYSSE	33953	200070155	N	253261	VIPER P25+ 2 BATTERIES 18V 3AH +CHARGER	I39192	03/11/2023							
FRANCE	06			LE PLAN DE GRASSE	33952	200070154	Y	252910	VIPER 126 BARE IN CASE	Gepsa	03/11/2023							

4. Consult the progress of after-sales requests

Defaults to “opened” but can allow you to view “closed” requests

- Filter for searching a request
- Extracting displayed requests
- Creating a new request
- Removing filters

Customer Area

My aftersales

Request in progress

Request: Opened

F : Package agreed, A : Return authorization, R : Parts received, D : Quote sent, C : Order received, E : Part shipped

Country	Department	Customer code	Dealer name	City	No.	Authorization	Garanty	Item	Designation	My reference	Request date	F	A	R	D	C	E	Detail
FRANCE	54	Examples customer code Examples Dealers	TEST	NANCY	33976	200070182	N	253502	M21+ 2 BATTERIES + MOTHER PLIERS	ADA CHAUFFAGE	06/11/2023							
FRANCE	29		3	QUIMPER	33975	200070181	N	250100	CROSSBOW BENDER 10 TO 22	goyat	06/11/2023							
ITALY			URL	GUIDIZZOLO	33974	200070180	Y	253261	VIPER P25+ 2 BATTERIES 18V 3AH +CHARGER	ITA - IDROCALOR	06/11/2023							
FRANCE	77			PONTAULT COMBAULT	33973		N	295050	VIRAFAL HIGH FLOW SLUDGE REMOVAL UNIT	courteille	06/11/2023							
FRANCE	89			SAINT CLEMENT	33972	200070179	Y	262035	COMPACT MANUAL TEST PUMP 50BAR 5L	2908922	06/11/2023							
FRANCE	83			LA GARDE	33971	200070178	Y	262035	COMPACT MANUAL TEST PUMP 50BAR 5L	SAV POMPE EPREUVE	06/11/2023							
FRANCE	59			CAMBRAI	33970	200070177	Y	253511	M21+ MOTHER PLIERS + TH 16-20-26 + 2 BAT	1784641	06/11/2023							
FRANCE	63			CLERMONT FERRAND	33969	200070176	Y	250305	CROSSBOW 12-14-16-18-20-22-26-32MM	306113299	06/11/2023							
FRANCE	60			NOGENT SUR OISE	33968	200070175	N	240243	MANUAL HYDR BENDER 3/8-2" GAS FL SL	SAV MTB	06/11/2023							
FRANCE	34			SETE	33967	200070174	Y	262035	COMPACT MANUAL TEST PUMP 50BAR 5L	dossier alain fourme	06/11/2023							
FRANCE	64			ANGLET	33966	200070173	N	138020	MINI PHENIX (NO HEAD)	357490	06/11/2023							
FRANCE	80			LONGUEAU	33965	200070172	Y	253571	L2X 2 BATTERIES + MOTHER JAW	SAV 455 / GRANDSIRE	06/11/2023							
FRANCE	19			USSEL CEDEX	33964	200070171	N	295053	VIRAFAL + INJECTOR + ADDITIVES REDUCER	83372 / limoges	06/11/2023							
FRANCE	91			PALaiseau	33963	200070169	Y	253577	L2X MOTHER JAW + TH 16-20-26 + 2BATT	0094102	06/11/2023							
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FRANCE	38			GRENOBLE	33961	200070167	N	295053	VIRAFAL + INJECTOR + ADDITIVES REDUCER	014-5415/t14590	06/11/2023							
FRANCE	56			AURAY	33960	200070166	N	253533	M21+ 1 BATTERIE WITHOUT MOTHER PLIERS	M21+ BERTIER	06/11/2023							
FRANCE	16			CHAMPNIERS	33959	200070165	Y	253571	L2X 2 BATTERIES + MOTHER JAW	1065287237	06/11/2023							
FRANCE	56			THEIX	33958	200070164	Y	253571	L2X 2 BATTERIES + MOTHER JAW	EDELWEISS	06/11/2023							
FRANCE	67			HILSENHEIM	33957	200070161	Y	253516	M21+ MOTH PLIERS +V12-15-18-22-28 +2 BAT	sav omnitech (machin	04/11/2023							
GREECE		220016	BARBERIS LTD	MAROUSSI	33956	200070160	Y	215050	PLASTIC PIPE CUTTER PC 50	pf388	03/11/2023							
FRANCE	80	214577	BOULOGNE	ABBEVILLE	33955	200070157	N	262080	GAS TIGHTNESS CONTROLLER 60 MBAR	CAILLOIN	03/11/2023							
GREECE		220016	BARBERIS LTD	MAROUSSI	33954	200070156	Y	262080	GAS TIGHTNESS CONTROLLER 60 MBAR	PF387	03/11/2023							
FRANCE	24	211613	TEREVA SAS	CREYSSE	33953	200070155	N	253261	VIPER P25+ 2 BATTERIES 18V 3AH +CHARGER	I39192	03/11/2023							
FRANCE	06	212158	CEDEO (1015)	LE PLAN DE GRASSE	33952	200070154	Y	252910	VIPER I26 BARE IN CASE	Gepsa	03/11/2023							

Step progress –
Green = Step
validated

- An attachment is available (Quote)
- Access to the details of the request

4. Consult the progress of after-sales requests

Detailed view of a request
Ability to see the dates of each step

RETURN REQUEST N° 33892

Warranty

Returned product reference : 253261
Designation : VIPER P25+ 2 BATTERIES 18V 3AH +CHARGEUR
Request : WARRANTY
Return authorization : 200070076
Serial number : 270320301013
Accessories : None
Description of the problem : COMPLETE CHECK
Dealer reference : ITA - FM TRADE

Dealer information

Return address
Example adress
[Redacted]

Request status

	Date of demand
A : Return authorization	30/10/2023
R : Parts received	06/11/2023
D : Quote sent	06/11/2023
C : Order received	
E : Part shipped	

End-user contact

Contact name :
Phone :
E-mail :

Return

Possibilité de
télécharger le devis