

Warranty & Returns in Order Manager Portal

Quick Start Guide for claim senders

1

Log in at Order Manager Portal

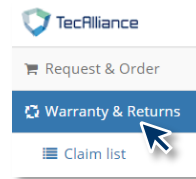
<https://ordermanager.tecalliance.net/>



If you don't have access yet, please use the link „Register“ to sign in with your TecComID.

2

Open Warranty & Returns



Simply select “Warranty & Returns” in the navigation menu on the left. Your claim list with all your current transactions will show up.

3

Create a new claim



Start to create a claim with one of the buttons shown above. You will be guided step by step through a simple and fast form.

4

Submit the claim



Warranty claim # 3641

Creation date: 17/09/2020 10:42:47

Send the claim digitally to the receiver.

5

Ship the physical parts (if requested)



Pack and send the physical parts to the receiver.

6

Receive the decision or set it manually - Finished!

✓ ACCEPTED

If the claim's recipient is connected via Warranty & Returns – perfect! See his decision in the status of the claim. If he's still not connected – that's no problem: You can set the decision manually in the claim.