



# **OE-Claim Process**

**Handling of PTG Service-Tool**

OE-Claim Process	Rev.: 00
QM- PTG	Date: 23. September 2024

## Document-Revisions

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# 1. Introduction

## 1.1 Description

This document covers how to use the PTG Service Tool. It applies to all PTG customers and serves to simplify and largely automate the complaint and repair process. This results in fast and efficient complaint processing, so that both sides benefit and potential errors can be avoided in the future.

If you notice a malfunction on your PTG system and you cannot rectify or find the fault, please send us an email to [Service@ptg.info](mailto:Service@ptg.info)

Describe the fault as precisely as possible. If you have found the fault and you need a new spare part, a distinction must now be made between a complaint and a repair.

### **Explanation:**

- Complaint: Only applicable within the first two years from the date of invoice from PTG.

You have realized that you have a defective part and need to replace it. Order the required part from PTG and replace it. After the replacement, you create a complaint (within the first year, the working time can also be listed; this is remunerated according to the standard working time). After you have created a complaint, you will receive a PDF to the email address specified in the complaint. Print out the PDF and enclose it with the defective part.

Then send us the defective part.

- Repair: If your system is more than two years old and you notice a defect, you can send us the defective part for repair.

Create a repair. After you have created a repair, you will receive a PDF to the email address specified in the repair.

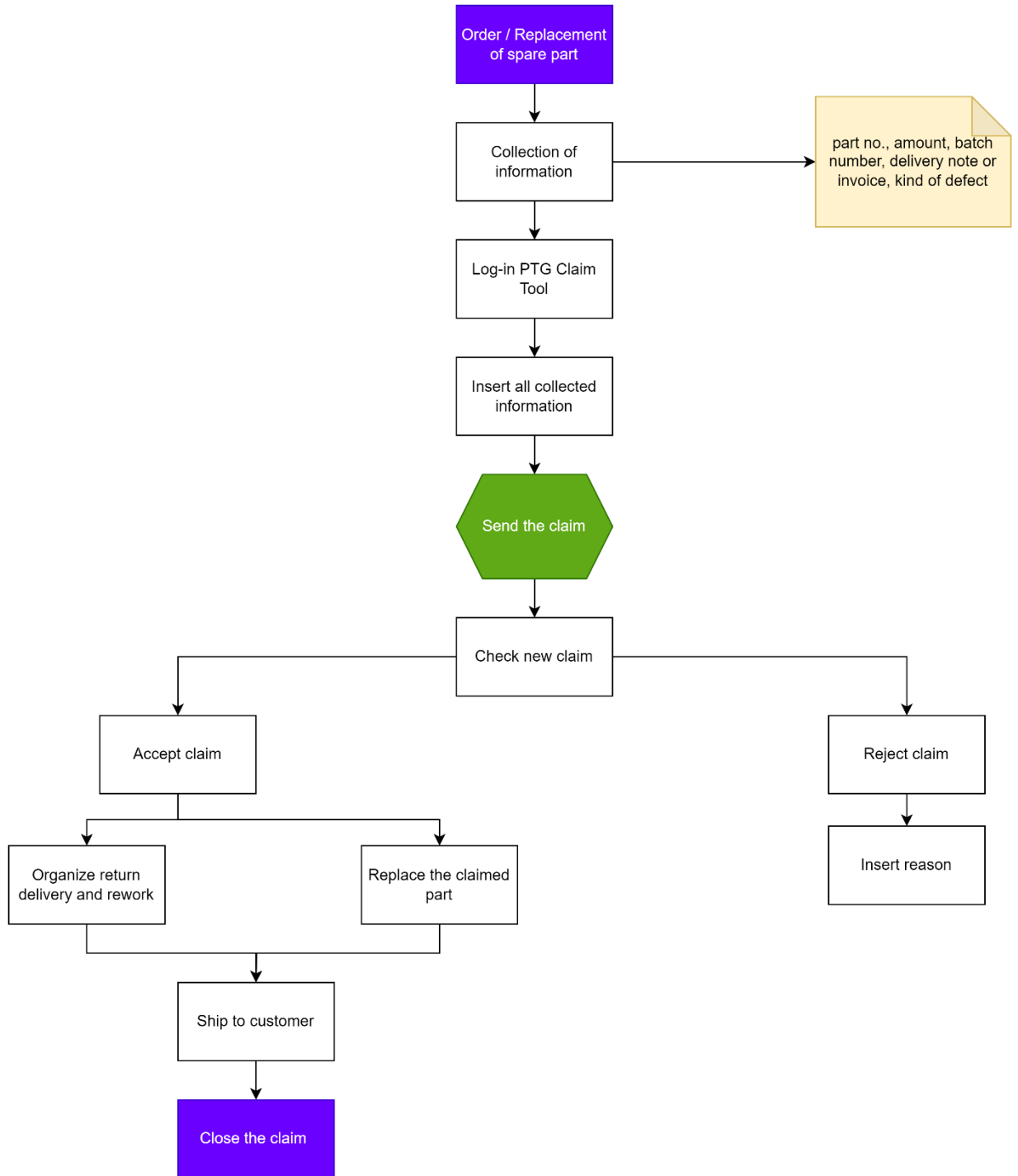
Print out the PDF and enclose it with the defective part.

Then send us the defective part.

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## 1.2 Process-Flow

The following process flow shows the overall process and therefore the procedure for both our customer and PTG itself:



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### 1.3 PTG Service Tool

The PTG service tool fulfills a wide range of functions for fast and effective communication and processing of complaints and repair requests. The customer gets quickly and easily guided through the various details of the complaint. After submitting the form via the portal, the complaint is immediately sent to the relevant department and processed. This procedure is much simpler than a procedure via e-mail and enables a well-founded analysis thanks to the data provided from the outset, which is required for this purpose.

The portal can be accessed via the following link: <https://service.ptg.info/>

You can choose between English, French and German language using the language selector.

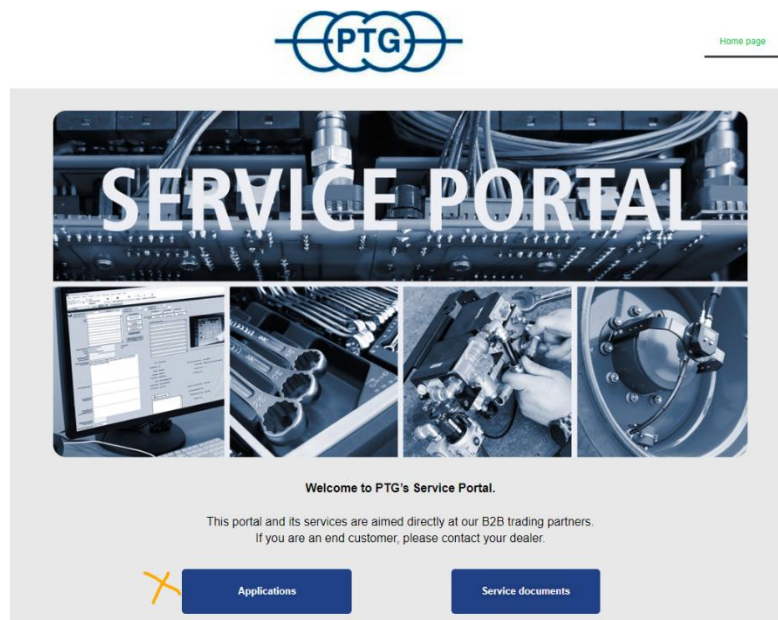
## 2. Insert a Claim

The following example is a step-by-step guide to support your claim registration process.

1. Open the PTG Service Portal (<https://service.ptg.info/>) and select the language.



2. Click the button "Applications"



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3. Select “Repair” or “Complaint” depending on the action you would like to take. In this example the desired action is “Complaint”.



Home page

Select one of the application categories below.  
Please complete the relevant form in full so that we can process your service request as soon as possible.

Repair Complaint

4. Read the information and click on the arrow to proceed.

**Important notes:**

We can only process your request if this form is used.

Other means of application are excluded.

Please complete a separate/form for each claim.

Improperly carried out repair attempts and the use of "non-original PTG spare parts" will invalidate your warranty claims.

The fields marked with \* are mandatory.



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5. Please fill in the mask with your company data. In this example we added some further hints so that you know exactly what to insert in each cell. After filling in all needed info, please click the arrow again to proceed.

Contact details applicant

Company: \*

Company Name

Client number: \*

Please insert your PTG-client ID, e.g.: X123

First name: \*

Surname of person dealing with the case

Last name: \*

Last Name of person dealing with the case

Telephone: \*

🇩🇪 12341212124

E-mail (1): \*

example@claim.com

(1) After submitting the form, a PDF document based on your details will automatically be sent to this e-mail address, which you MUST print out and enclose with your shipment.



6. Fill in the requested data and click the arrow to proceed. **Note: It is important to list the PTG delivery note number or PTG invoice number or order number to get the internal reference.**

Process assignment

Make and model of agricultural machinery:

Regarding the PTG system

PTG Delivery Note, Invoice or Order number: \*

Please insert delivery note number, invoice or order number of the claimed item!

Invoice date end customer:

11/04/2024

With regard to the PTG spare parts relating to the credit note

PTG Delivery Note, Invoice or Order number (or new order for stock withdrawal): \*

LSXX-XXXX or RXX-XXX or ATXX-XXXX





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**7. Fill in the descriptions in a free text form and scroll down.**

**Reason for complaint**

Error description: \*

Please describe the error as precisely as possible.

What are the PTG numbers of the affected parts? \*

PTG-X-X-X

Work carried out by you: \*

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- 8. Insert the working hours (applies only withing the first year of warranty/invoice date) spent by your company for the claim and add further notes and your internal processing number if applicable. To close the claim please click submit at the end.**

Working hours spent by you:

Photo, Video, Sketch (2)

 Keine ausgewählt

(2) If you are currently filling out the form on a mobile device, you can alternatively take a live photo and attach it here.

Further notes:

Your internal processing number (if available):



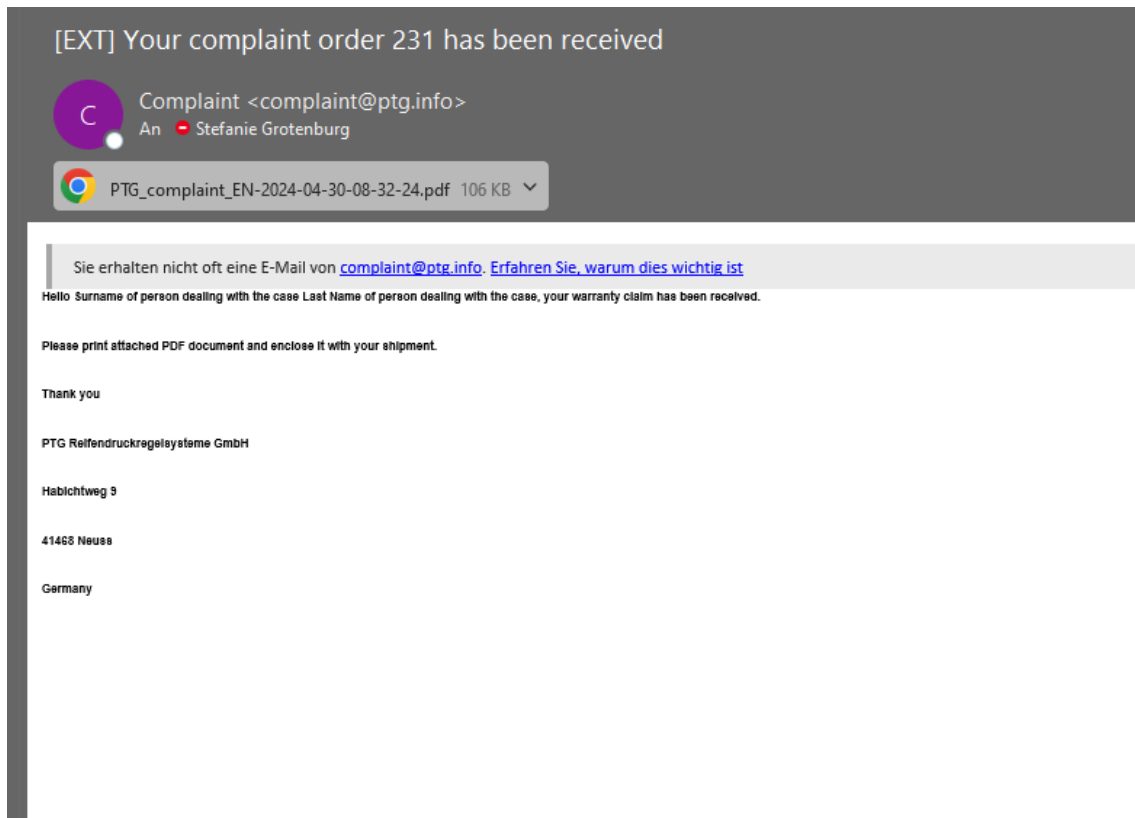
- 9. After clicking “submit” you get the notification that we sent you an email. Please check your E-Mail box. The claim process in the PTG Service Portal is closed now. All further information about the claim status get reported via your shared mail address.**

We have sent an email to [example@claim.com](mailto:example@claim.com)

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### 3. Status of a Claim

Once you submitted the claim you are going to receive a confirmation mail which looks like this:



Print out the PDF and enclose it with the defective part. Then send us the defective part.

There is nothing more to do for you right now. In the upcoming days, you will automatically get E-mails about the status of the claim. You will receive a mail for two additional occasions:

1. **Information / Confirmation mail** once the **claimed parts arrived back in our stock**. This is the point where the analysis on the physical item starts.
2. **Decision** if we **can accept the claim or for what kind of reason we need to reject** it. If we accept the claim, we will kindly ask you to invoice PTG the labor hours spent on the complaint.

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