



MIAG E-Form Guide



SELECT YOUR PREFERRED LANGUAGE



ENGLISH



PORTUGUESE

X Close

MIAG E-Form Guide

MENU NAVIGATION

SUBMITTING A CASE VIA E-FORM

Accessing the MIAG E-Form and topics selection

Category

Submitting a case via E-Form

*Go to
Help Screen*



*Select this to view the
content of the selected topic.*

Jump to the next screen

Go back to Language Selector



Next

X Close

Accessing the MIAG E-Form and topics selection

PAGE LEVEL NAVIGATION



Menu to access the Home Page

Use this to jump to the Sub Topic.

Use this to navigate through the pages within a topic.

Jump to the next screen



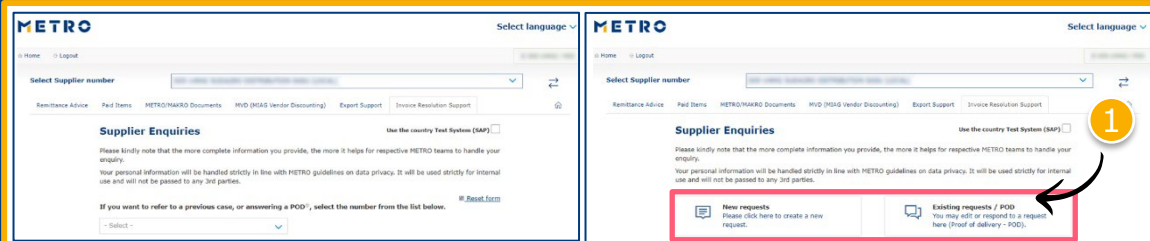
Next

SUBMITTING A CASE VIA E-FORM

Accessing the MIAG E-Form and topics selection

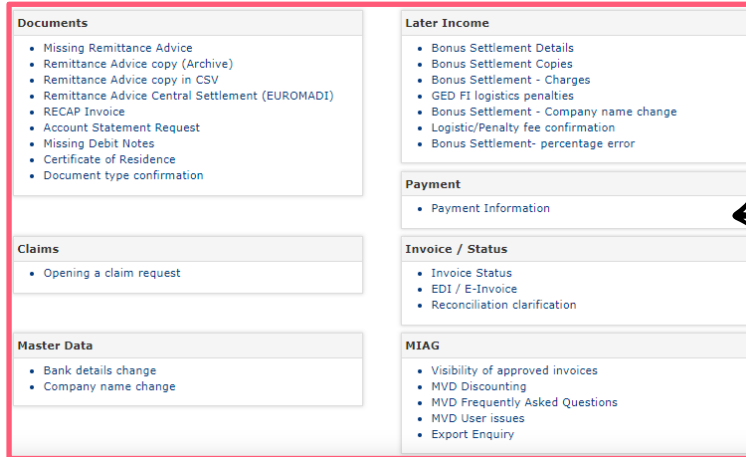
Submitting a case via E-Form

Accessing the MIAG E-Form and topics selection



1 Select either «New Requests» or «Existing requests/POD»

2 Select individual topic



Mandatory fields are marked with an asterisk ()*

The screenshot shows the 'Opening a claim request' form. It includes fields for 'Selected Case Type', 'Claim 1', 'Reference Claim Number', 'Store No.', 'Supplier Invoice Number', 'Supplier Invoice Date', 'Claimed amount', 'Delivery No.', 'FI Doc No.', 'Reference no.', 'Purchase Order No.', and 'Archive No.'. A 'Description of your issue' text area is followed by a 'File Upload' section with a note: 'Note: Only files relevant to the selected case will be handled. Maximum size of one file 3MB. Allowed file types: pdf, xls, xlsx'. A 'Click here to upload files' link is also present. At the bottom, there are 'Add claim' and 'Send request' buttons.

1 Minimum mandatory information to be filled in:

- Claim type
- Store No.
- Supplier Invoice Number
- Supplier Invoice Date
- Claimed amount

2 Free text may be added and additional documents may be uploaded; please ensure correct file formats are used (i.e. PDF files can only successfully upload if saved as '.pdf' and NOT '.PDF')

3 Supplier may add additional claims (**up to 10 claims per case**); except when attaching a POD

Note: By providing more information, the system will be able to handle claims more efficiently

Referring to a previous claim 1/2

METRO Select language

Home Logout

Select Supplier number

Remittance Advice Paid Items METRO/NAKRO Documents MYD (MAG Vendor Discounting) Export Support Invoice Resolution Support

Supplier Enquiries

Use the country Test System (SAP)

Please kindly note that the more complete information you provide, the more it helps for respective METRO teams to handle your enquiry.
Your personal information will be handled strictly in line with METRO guidelines on data privacy. It will be used strictly for internal use and will not be passed to any 3rd parties.

If you want to refer to a previous case, or answering a POD, select the number from the list below. [Reset form](#)

M0000821716

Claims

- Opening a claim request

METRO Select language

Home Logout

Select Supplier number

Remittance Advice Paid Items METRO/NAKRO Documents MYD (MAG Vendor Discounting) Export Support Invoice Resolution Support

Supplier Enquiries

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Select

- Select -
- M0000821716
- M0000821715

To re-open cases, supplier must input previous case reference number

- 1 Click on "If you are referring to a previous case, please click here"
- 2 Choose the case number you are referring to
- 3 Choose the claim number you are referring to

Referring to a previous claim 2/2



Claim 1

As you are referring to a previous case, you must select a Reference Claim Number here. *

Store No *

Supplier Invoice Number *

Claimed amount *

Delivery No.

FI Doc No.

Description of your issue

Please specify your claim *

Supplier Invoice Date *

Reference no.

Purchase Order No.

Archive No.

MANDATORY: TO PROCEED WITH YOUR REQUEST, PLEASE MAKE SURE TO UPLOAD A COPY OF THE DELIVERY DOCUMENT (PROOF OF DELIVERY).

File Upload *

I confirm that I am uploading a POD

Note: Only files relevant to the selected case will be handled

Maximum size of one file 3MB

Allowed file types: pdf, xls,xlsx

[Click here to upload files](#)

Previously inputted case details are shown saving supplier's time

**When a supplier is attaching a mandatory POD, only 1 claim per case can be submitted*



Case Confirmation & Confirmation Email

METRO



The screenshot displays the METRO user interface. At the top left is the METRO logo, and at the top right is a 'Select language' dropdown menu. Below the logo are 'Home' and 'Logout' links. A search bar is present with the placeholder text 'SEARCH FOR SUPPLIER OR CASE NUMBER'. A 'Select Supplier number' dropdown menu is open, showing a search bar and a refresh icon. Below this are navigation tabs: 'Remittance Advice', 'Paid Items', 'METRO/MAKRO Documents', 'MVD (MIAG Vendor Discounting)', 'Export Support', and 'Invoice Resolution Support'. The main content area features the heading 'Enquiry sent successfully' followed by a thank you message: 'Thank you for your enquiry. Your request was successfully submitted. Please be informed that the processing of an enquiry can take up to a few days. Please do NOT resubmit the same case.' Below this is a 'Security Note' section: 'Should you be experiencing issues receiving our e-mails or receiving e-mails with missing attachments, we kindly ask you to add **miag.com** to your safe sender list in your e-mail Gateway. Please contact your local IT department in order to set this up for you.' At the bottom of the message is a link: 'Go back to the form'.

- 1 When you successfully submit a case, you will see this message
- 2 You will also receive a Case Confirmation e-mail



METRO

THANK YOU

MENU DE NAVEGAÇÃO

Ir para o ecrã de ajuda

SUBMETA UM CASO VIA FORMULÁRIO ELECTRÓNICO (E-Form)

Acceso ao formulario electrónico MIAG (E-Form) e seleção de tópicos.

Apresentar um caso através do formulario electrónico (E-Form).

Seleccione esta opção para ver o conteúdo do tópico seleccionado.

Volte para o seletor de idioma

Ir para o próximo ecrã



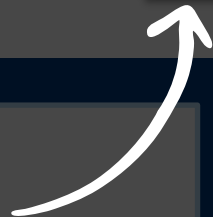
Seguinte

X Fechar

Acceso ao formulário electrónico MIAG (E-Form) e seleção de tópicos

NAVEGAÇÃO DE PÁGINA

METRO

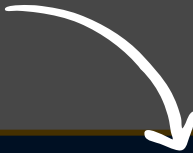


Menu de acesso à página inicial.

Subtópicos utilize esta opção



Navegar pelas páginas de um tópico utilize esta opção



Ir para o próximo ecrã



Seguinte

SUBMETA UM CASO VIA FORMULÁRIO ELECTRÓNICO (E-Form)

Acceso ao formulario electrónico MIAG (E-Form) e seleção de tópicos.

Apresentar um caso através do formulario electrónico (E-Form).

Acceso ao formulário electrónico MIAG (E-Form) e seleção de tópicos.

METRO



The screenshot shows the METRO Supplier Enquiries interface. At the top, there are navigation links for Home and Logout, and a 'Select language' dropdown. Below this is a 'Select Supplier number' field with a search icon. A horizontal menu contains several options: Remittance Advice, Paid Items, METRO/MARCO Documents, MVD (MIAG Vendor Discounting), Export Support, and Invoice Resolution Support. The 'Supplier Enquiries' section includes a note about providing complete information and a privacy disclaimer. At the bottom, there is a 'Select' dropdown and a 'Reset form' link.

Two callouts are present: '1' points to the 'New requests' and 'Existing requests / POD' buttons at the bottom of the page, and '2' points to the 'Payment' section in the 'Later Income' category of the topic list.

Documents

- Missing Remittance Advice
- Remittance Advice copy (Archive)
- Remittance Advice copy in CSV
- Remittance Advice Central Settlement (EUROMADI)
- RECAP Invoice
- Account Statement Request
- Missing Debit Notes
- Certificate of Residence
- Document type confirmation

Claims

- Opening a claim request

Master Data

- Bank details change
- Company name change

Later Income

- Bonus Settlement Details
- Bonus Settlement Copies
- Bonus Settlement - Charges
- GED FI logistics penalties
- Bonus Settlement - Company name change
- Logistic/Penalty fee confirmation
- Bonus Settlement- percentage error

Payment

- Payment Information

Invoice / Status

- Invoice Status
- EDI / E-Invoice
- Reconciliation clarification

MIAG

- Visibility of approved invoices
- MVD Discounting
- MVD Frequently Asked Questions
- MVD User issues
- Export Enquiry

1 Selecionar "Novos pedidos"/ "Pedidos existentes/ Comprovativo de entrega/ assinatura, Carimbo/lojas, Plataformas "POD"

2 Selecionar um tópico individual

Campos obrigatórios estão assinalados com um asterisco ()*

The screenshot shows a web form for filing a claim. It includes fields for 'Selected Case Type', 'Claim 1', 'Store No', 'Supplier Invoice Number', 'Claimed amount', 'Delivery No.', 'FI Doc No.', 'Please specify your claim', 'Supplier Invoice Date', 'Reference no.', 'Purchase Order No.', 'Archive No.', and 'Description of your issue'. There is also a 'File Upload' section with a note about file size and types, and an 'Add claim' button. Annotations 1, 2, and 3 point to the 'Please specify your claim' dropdown, the 'Description of your issue' text area, and the 'Add claim' button, respectively.

1 Informações mínimas obrigatórias a preencher:

- Tipo de reclamação
- Número da loja
- Número da fatura do fornecedor
- Data da fatura do fornecedor
- Montante reclamado

2 Pode adicionar todos os documentos adicionais ao tópico, desde que seja em PDF e gravar. Não utilizar outras extensões.

3 O fornecedor pode acrescentar reclamações adicionais (**até 10 reclamações por caso**); exceto se anexar um POD (Assinatura/carimbo... Lojas/Plataformas).

Nota: Fornecer todas as informações para que o pedido tenha mais eficiência e rapidez na resolução.

METRO Select language

Home Logout

Select Supplier number

Remittance Advice Paid Items METRO/NAKRO Documents MYD (M&G Vendor Discounting) Export Support Invoice Resolution Support

Supplier Enquiries

Use the country Test System (SAP)

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If you want to refer to a previous case, or answering a POD, select the number from the list below. [Reset form](#)

MD000821716

Claims

- Opening a claim request

METRO Select language

Home Logout

Select Supplier number

Remittance Advice Paid Items METRO/NAKRO Documents MYD (M&G Vendor Discounting) Export Support Invoice Resolution Support

Supplier Enquiries

Use the country Test System (SAP)

Please kindly note that the more complete information you provide, the more it helps for respective METRO teams to handle your enquiry.
Your personal information will be handled strictly in line with METRO guidelines on data privacy. It will be used strictly for internal use and will not be passed to any 3rd parties.

If you want to refer to a previous case, or answering a POD, select the number from the list below. [Reset form](#)

- Select -

- Select -
- MD000821716
- MD000821715

Para reabrir casos, o fornecedor deve introduzir o número de referência do caso anterior

- 1 Clique em "Se estiver a referir-se a um caso anterior, clique aqui".
- 2 Escolha o número do processo a que se refere
- 3 Escolha o número do pedido a que se refere



Referir-se a um pedido anterior 2/2

Claim 1

As you are referring to a previous case, you must select a Reference Claim Number here. *

Store No *

Please specify your claim *

Supplier Invoice Number *

Supplier Invoice Date *

Claimed amount *

Reference no.

Delivery No.

Purchase Order No.

FI Doc No.

Archive No.

Description of your issue

MANDATORY: TO PROCEED WITH YOUR REQUEST, PLEASE MAKE SURE TO UPLOAD A COPY OF THE DELIVERY DOCUMENT (PROOF OF DELIVERY).

File Upload *

I confirm that I am uploading a POD

Note: Only files relevant to the selected case will be handled

Maximum size of one file **3MB**

Allowed file types: **pdf, xls, xlsx**

[Click here to upload files](#)

Os pormenores de casos introduzidos anteriormente são mostrados agilizando o tempo do fornecedor.

**Quando o fornecedor anexa um POD(Assinatura/ Carimbo Loja/plataforma). Só pode ser apresentado um pedido por caso*

The screenshot displays the METRO portal interface. At the top left is the METRO logo, and at the top right is a 'Select language' dropdown menu. Below the logo are links for 'Home' and 'Logout'. A search bar is present with the text 'SEARCH FOR SUPPLIER OR CASE'. A 'Select Supplier number' dropdown menu is visible, with a search icon to its right. Below this are navigation tabs: 'Remittance Advice', 'Paid Items', 'METRO/MAKRO Documents', 'MVD (MIAG Vendor Discounting)', 'Export Support', and 'Invoice Resolution Support'. The main content area features the heading 'Enquiry sent successfully' followed by a thank you message: 'Thank you for your enquiry. Your request was successfully submitted. Please be informed that the processing of an enquiry can take up to a few days. Please do NOT resubmit the same case.' Below this is a 'Security Note' section: 'Should you be experiencing issues receiving our e-mails or receiving e-mails with missing attachments, we kindly ask you to **add miag.com** to your safe sender list in your e-mail Gateway. Please contact your local IT department in order to set this up for you.' At the bottom of the message is a link: 'Go back to the form'.

- 1 Quando submeter um caso com sucesso, vai aparecer esta mensagem
- 2 Receberá também um e-mail de confirmação do caso

OBRIGADO