



MIAG E-Form Guide



SELECT YOUR PREFERRED LANGUAGE



ENGLISH



TURKISH

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



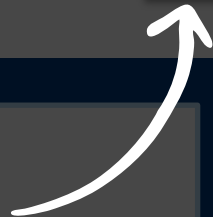
Next

X Close

Accessing the MIAG E-Form and topics selection

PAGE LEVEL NAVIGATION

METRO

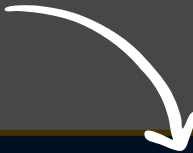


Menu to access the Home Page

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

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 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

The screenshot shows the METRO Supplier Enquiries page. At the top, there is a 'Select Supplier number' dropdown menu. Below it, there are navigation tabs: 'Remittance Advice', 'Paid Items', 'METRO/NAKRO Documents', 'MYD (MAG Vendor Discounting)', 'Export Support', and 'Invoice Resolution Support'. The main heading is 'Supplier Enquiries' with a sub-heading 'Use the country Test System (SAP)'. A paragraph of text explains that more complete information helps METRO teams handle enquiries. A red box highlights a dropdown menu with the value 'MD000821716' selected. A red circle with the number '1' and an arrow points to this dropdown. Below the dropdown is a 'Claims' section with a bullet point 'Opening a claim request'.

The screenshot shows the same METRO Supplier Enquiries page. A red box highlights a search dropdown menu with the value 'MD000821716' selected. A red circle with the number '2' and an arrow points to this dropdown. The rest of the page content is identical to the previous screenshot.

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

The screenshot shows 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 'Home' and 'Logout' links. A search bar is present with the text 'SEARCH FOR SUPPLIER OR CASE NUMBER'. 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 displays the message: 'Enquiry sent successfully'. Below this is 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.' A 'Security Note' follows, stating: '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

THANK YOU

X Kapat

MIAG E-Form Kılavuzu



MENÜDE GEZİNME

Yardım
Ekranına Git

E-FORM ARACILIĞIYLA TALEP GÖNDERME

MIAG E-Form erişim ve konu seçimi

E-form aracılığıyla talep gönderme

Seçilen konunun içeriğini
görmek için bunu seçin.

Sonraki Ekranı Geç

Dil Seçici'ye geri dönün



Sonraki

X Kapat

MIAG E-Formuna erişim ve konu seçimi

Sayfa düzeyinde gezinti

METRO



Ana Sayfaya
erişmek için Menü

Alt Konuya atlamak
için bunu kullanın

Bir konu içindeki sayfalar
arasında gezinmek için bunu
kullanın

Sonraki Ekranı Geç



Sonraki

E-FORM ARACILIĞIYLA TALEP GÖNDERME

MIAG E-Form erişim ve konu seçimi

E-form aracılığıyla talep gönderme

MIAG E-Form erişim ve konu seçimi

METRO



METRO Select language

Home Logout

Select supplier number

Remittance Advice Paid Items METRO/MARCO Documents MVD (MIAG 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 POC, select the number from the list below. [Reset form](#)

Select

Documents

- Missing Remittance Advice
- Remittance Advice copy (Archive)
- Remittance Advice copy in CSV
- Remittance Advice Central Settlement (EUROMAD1)
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1 Bir konu seçin

Zorunlu alanlar yıldız işareti (*) ile işaretlenmiştir

1

Selected Case Type
Opening a claim request

Claim 1

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

- Select -

Store No *
- Select -

Supplier Invoice Number *
Supplier Invoice Date

Claimed amount *
1235.50

Delivery No.

FI Doc No.

Please specify your claim *
- Select -

Reference no.

Purchase Order No.

Archive No.

Description of your issue

File Upload
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

Add claim

Send request

1 Doldurulması gereken asgari zorunlu bilgiler:

- Talep türü
- Mağaza No.
- Tedarikçi Fatura Numarası
- Tedarikçi Fatura Tarihi
- Talep edilen miktar

2 Serbest metin eklenebilir ve ek belgeler yüklenebilir; lütfen doğru dosya formatlarının kullanıldığından emin olun (örneğin, PDF dosyaları yalnızca '.pdf' olarak değil '.PDF' olarak kaydedilirse başarıyla yüklenebilir)

3 Tedarikçi ek talepler ekleyebilir (**talep başına en fazla 10 talep**); POD eklenmesi hariç

Not: Daha fazla bilgi verilirse, sistem taleplerinizi daha verimli bir şekilde ele alabilecektir

Önceki bir talebe atıfta bulunarak 1/2

Supplier Enquiries

If you want to refer to a previous case, or answering a POD¹, select the number from the list below.

M0000821716

Supplier Enquiries

If you want to refer to a previous case, or answering a POD¹, select the number from the list below.

- Select -

- Select -

M0000821716

M0000821715

Talepleri yeniden açmak için tedarikçi önceki talep referans numarasını girmelidir

- 1 "Önceki bir talebe atıfta bulunuyorsanız, lütfen buraya tıklayın" seçeneğine tıklayın
- 2 Başvurduğunuz talep numarasını seçin
- 3 Başvurduğunuz talep numarasını seçin

Önceki bir talebe atıfta bulunarak 2/2

METRO



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](#)

Önceden girilmiş talep detayları gösterilerek tedarikçiye zaman kazandırılır

**Bir tedarikçi zorunlu bir POD eklediğinde, vaka başına yalnızca 1 talep gönderilebilir*



TEŞEKKÜRLER