METRO

MIAG E-Form Guide

ENGLISH
VERSION

MENU NAVIGATION

Go to Help Screen

SUBMITTING A CASE VIA E-FORM

Category

- Accessing the MIAG E-Form and topics selection
- Submitting a case via E-Form

Select this to view the content of the selected topic.

Jump to the next screen

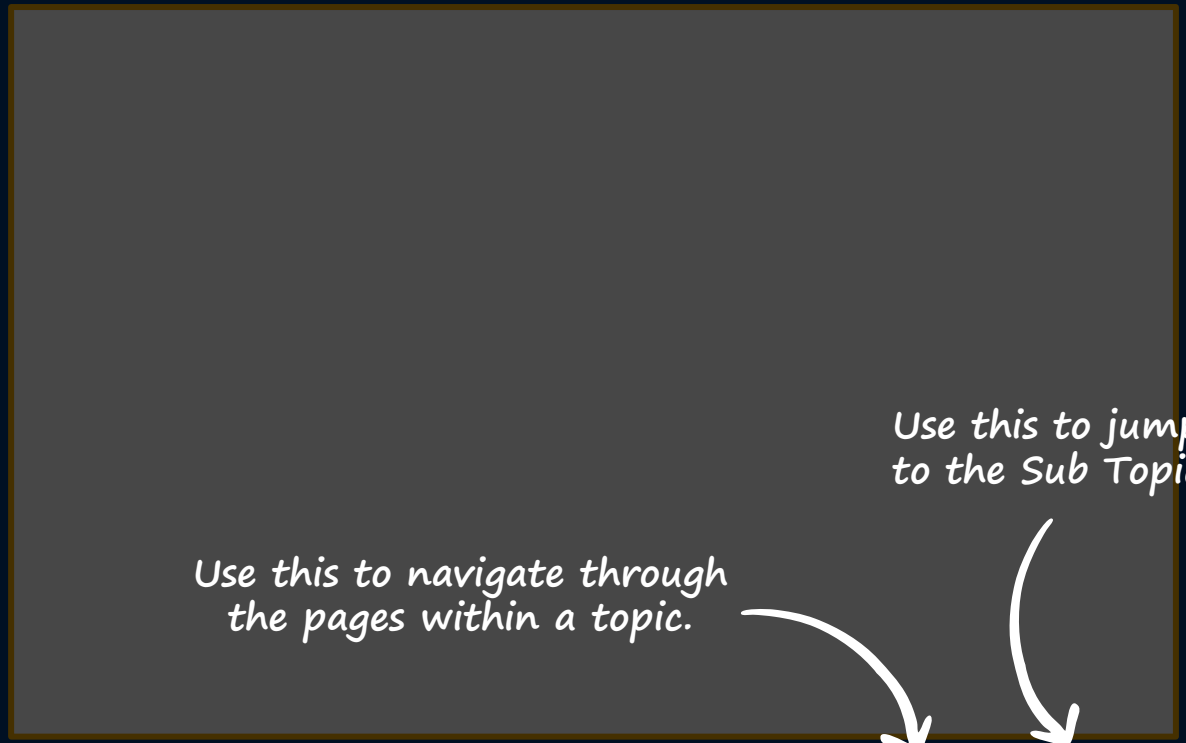
Next

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

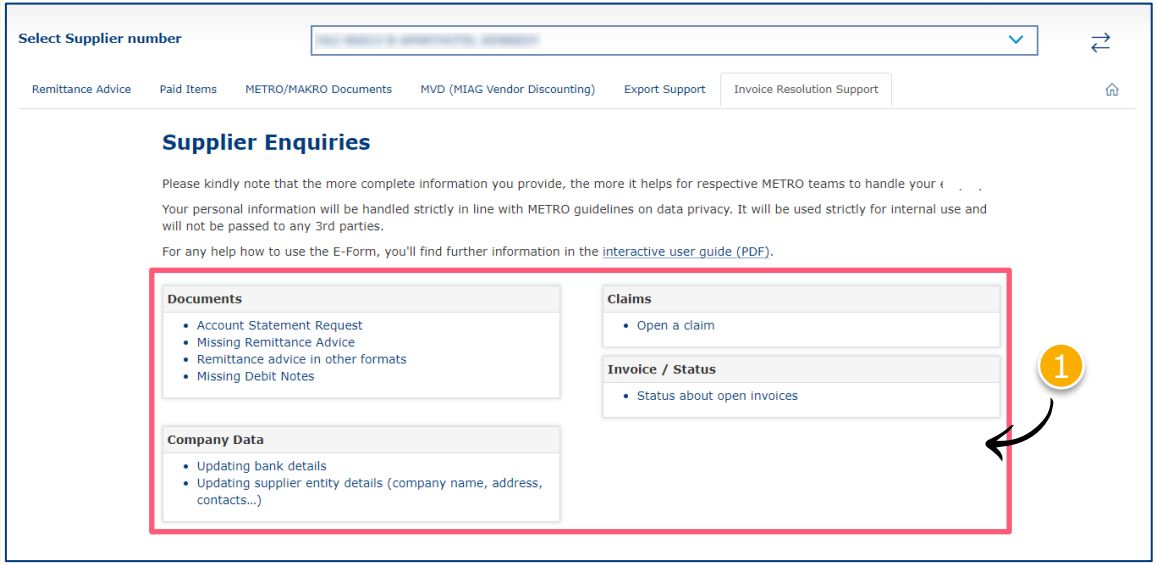
Next

MIAG E-Form Guide

SUBMITTING A CASE VIA E-FORM

- Accessing the MIAG E-Form and topics selection
- Submitting a case via E-Form

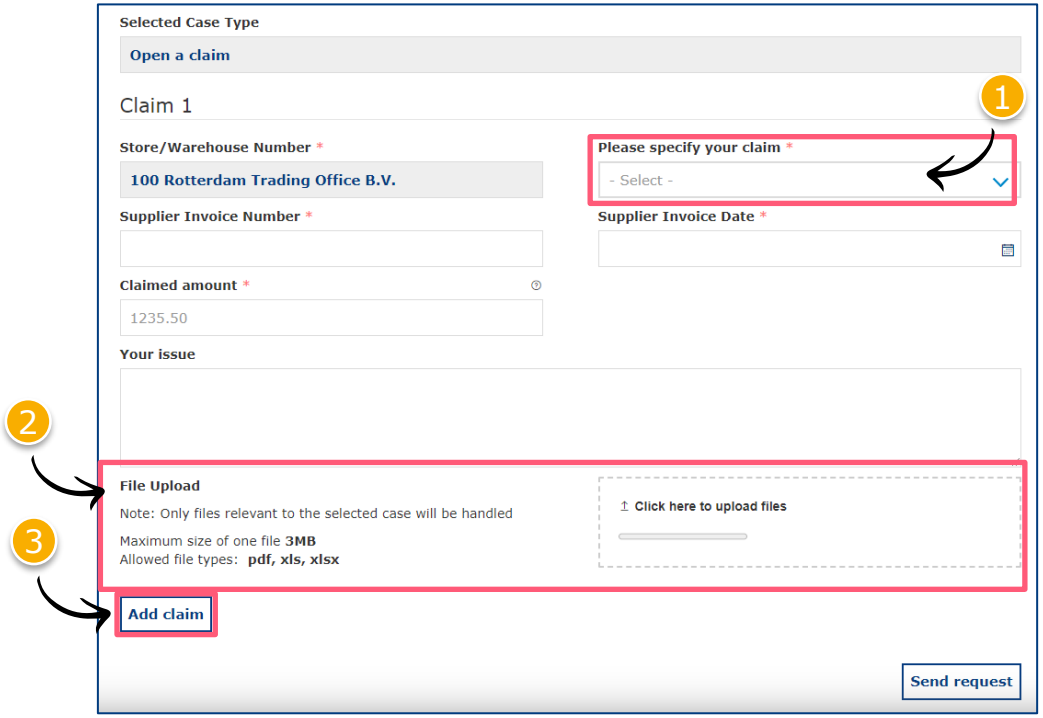
Accessing the MIAG E-Form and topics selection



1 Select individual topic

Mandatory fields are marked with an asterisk (*)

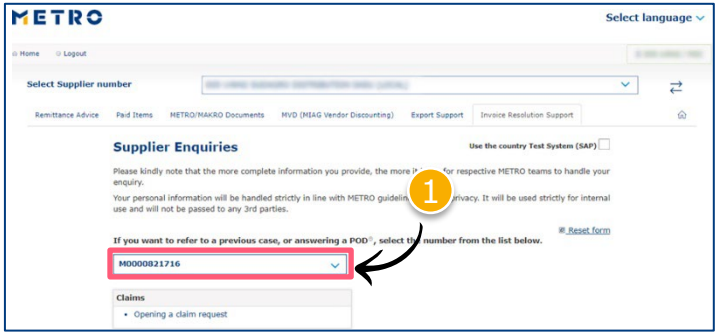
MIAG E-Form Claims Mask

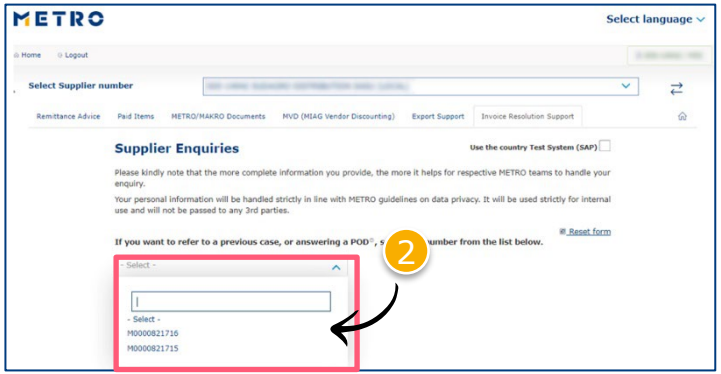


1. Minimum mandatory information to be filled in:
   - Claim type
   - Store No.
   - Supplier Invoice Number
   - Supplier Invoice Date
   - Claimed amount
2. Free text may be added and additional documents may be uploaded; please ensure correct file formats are used (i.e. PDF files can only successfully 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

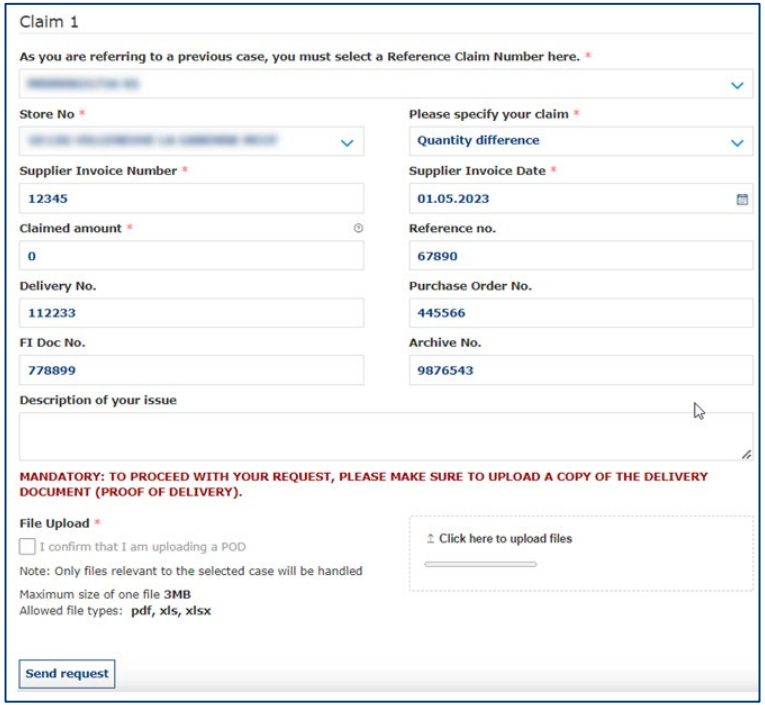




To re-open cases, supplier must input previous case reference number

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

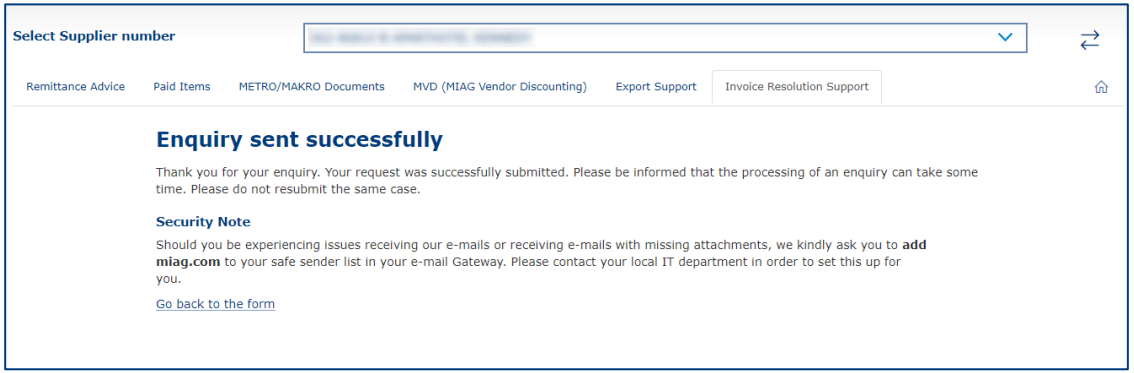
Referring to a previous claim 2/2



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



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

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THANK YOU