



MIAG E-Form Guide



**ENGLISH
VERSION**

X Close

MIAG E-Form Guide



MENU NAVIGATION

Go to Help Screen

SUBMITTING A CASE VIA E-FORM

Accessing the MIAG E-Form and topics selection

Category

Submitting a case via E-Form

Select this to view the content of the selected topic.

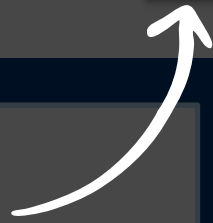
Jump to the next screen

Next

X Close

Accessing the MIAG E-Form and topics selection

PAGE LEVEL NAVIGATION

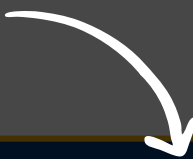


Menu to access the Home Page

Use this to jump to the Sub Topic.



Use this to navigate through the pages within a topic.



Jump to the next screen



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

Select Supplier number



Remittance Advice Paid Items METRO/MAKRO Documents MVD (MIAG Vendor Discounting) Export Support Invoice Resolution Support



Supplier Enquiries

Please kindly note that the more complete information you provide, the more it helps for respective METRO teams to handle your enquiries. 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.

For any help how to use the E-Form, you'll find further information in the [interactive user guide \(PDF\)](#).

Documents

- Account Statement Request
- Missing Remittance Advice
- Remittance advice in other formats
- Missing Debit Notes

Company Data

- Updating bank details
- Updating supplier entity details (company name, address, contacts...)

Claims

- Open a claim

Invoice / Status

- Status about open invoices

1



1 Select individual topic

Mandatory fields are marked with an asterisk ()*

MIAG E-Form Claims Mask

The screenshot shows the 'Open a claim' form. It includes fields for 'Store/Warehouse Number' (100 Rotterdam Trading Office B.V.), 'Supplier Invoice Number', 'Supplier Invoice Date', and 'Claimed amount' (1235.50). A 'Please specify your claim' dropdown menu is highlighted with a red box and a '1' callout. A 'File Upload' section is highlighted with a red box and a '2' callout, containing a note, file size/type restrictions, and an 'Add claim' button. A '3' callout points to the 'Add claim' button. A 'Send request' button is at the bottom right.

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 first screenshot shows the 'Supplier Enquiries' page with a dropdown menu for 'Select Supplier number' containing the value 'M0000821716'. A red box highlights this dropdown, and a circled '1' with an arrow points to it. Below the dropdown, the text reads: 'If you want to refer to a previous case, or answering a POD', select the number from the list below. A link for '#_Reset form' is visible.

The second screenshot shows the same page, but the dropdown menu is open, displaying a list of case numbers: 'M0000821716' and 'M0000821715'. A red box highlights the dropdown list, and a circled '2' with an arrow points to it.

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 *

Quantity difference

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

Select Supplier number ↕

Remittance Advice | Paid Items | METRO/MAKRO Documents | MVD (MIAG Vendor Discounting) | Export Support | Invoice Resolution Support

Enquiry sent successfully

Thank you for your enquiry. Your request was successfully submitted. Please be informed that the processing of an enquiry can take some time. Please do not resubmit the same case.

Security Note
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.

[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