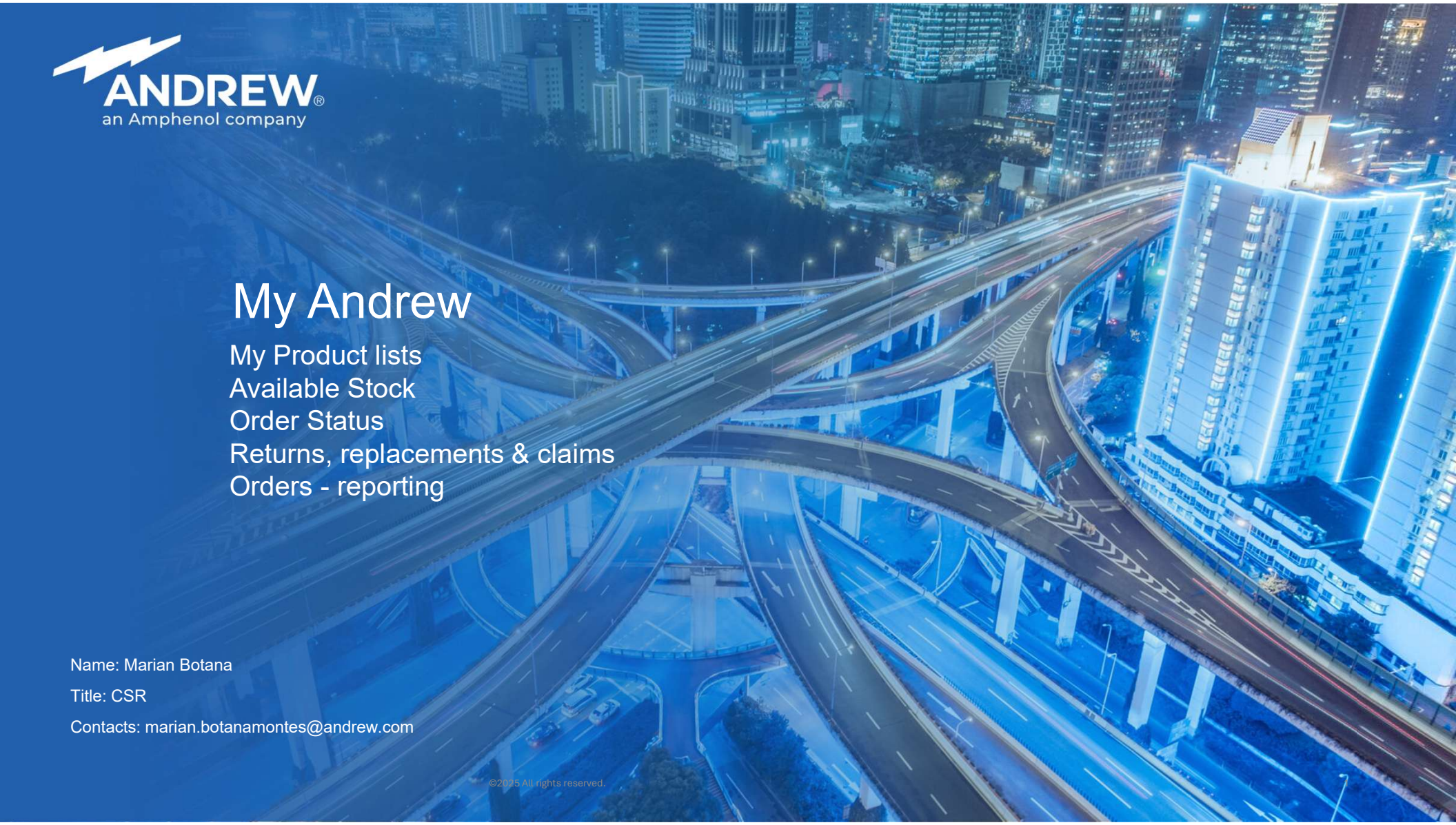


My Andrew

My Product lists
Available Stock
Order Status
Returns, replacements & claims
Orders - reporting

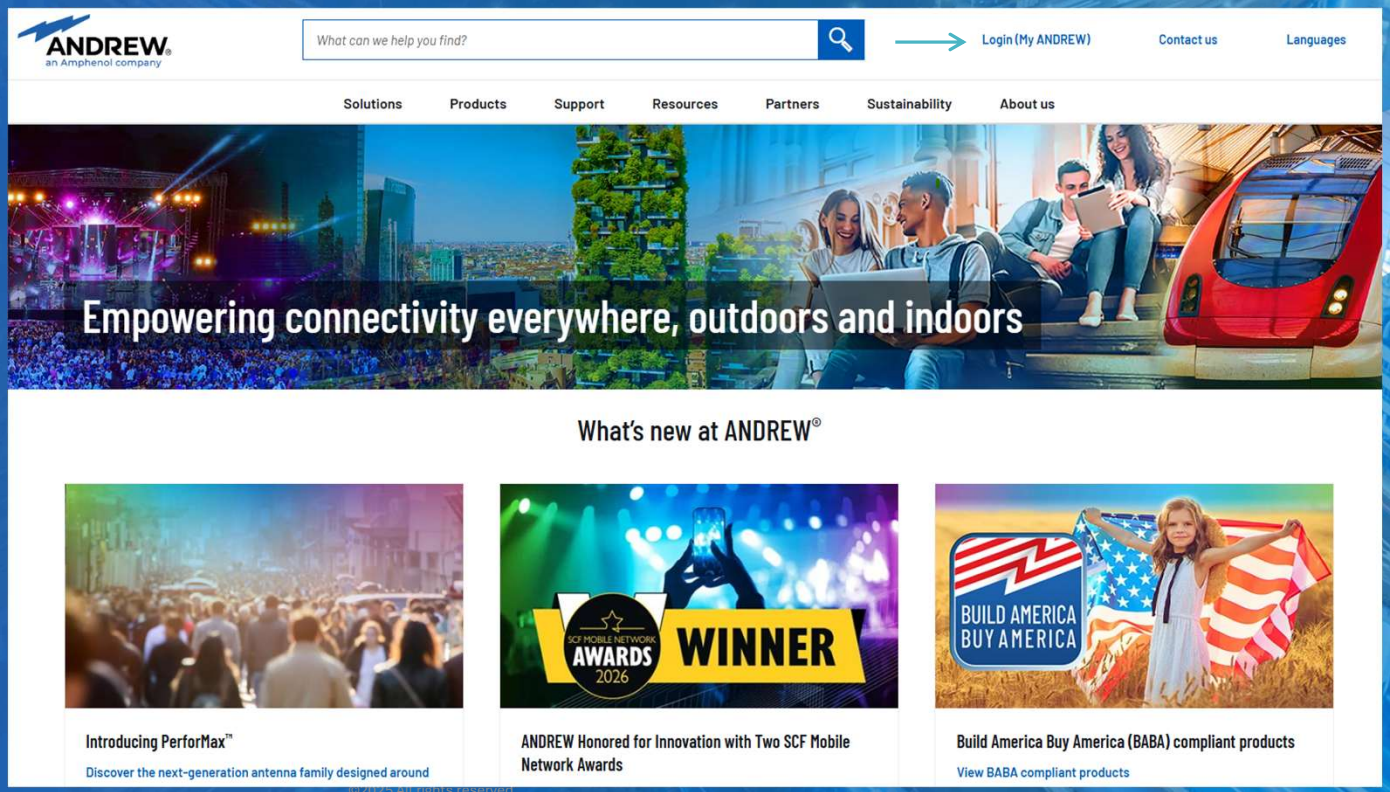
Name: Marian Botana

Title: CSR

Contacts: marian.botanamontes@andrew.com

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Log in My Andrew:
Click Login (MyAndrew)

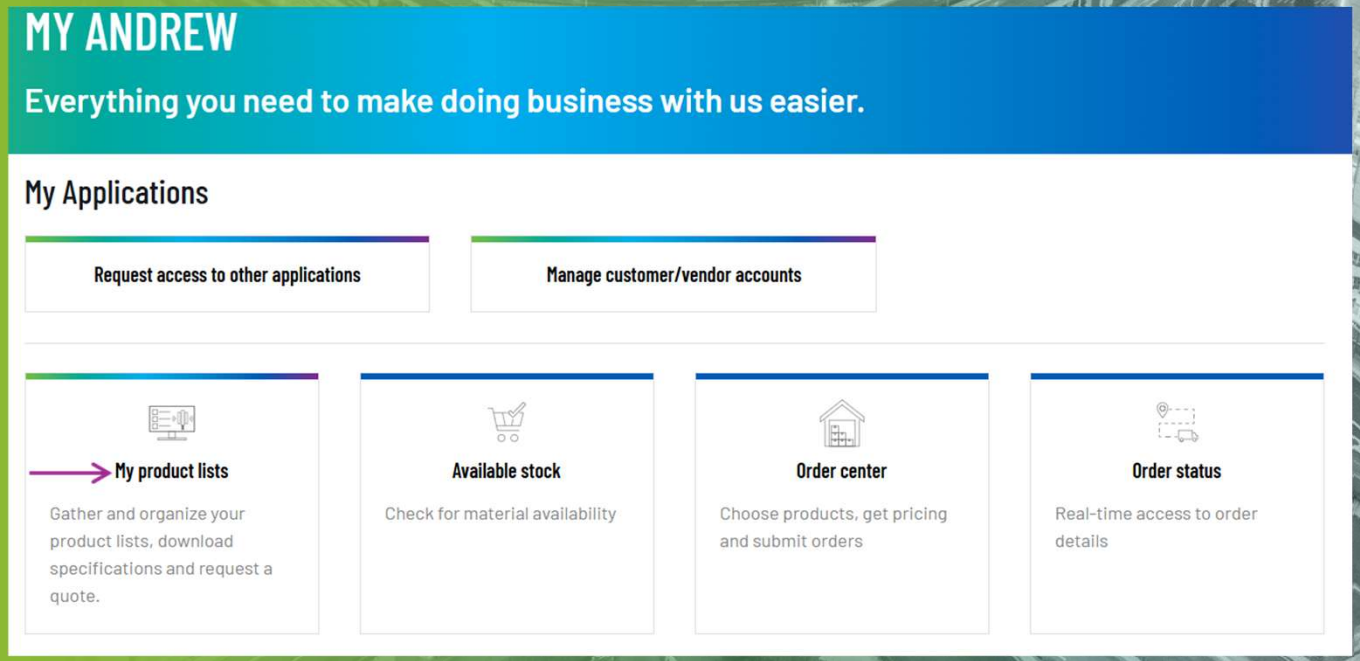


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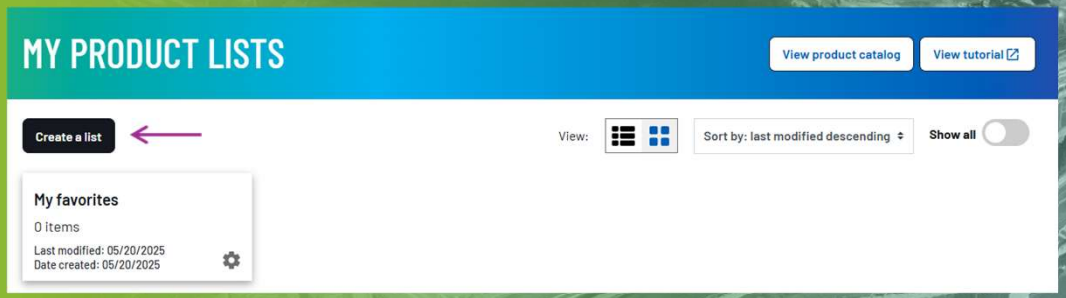
My Product List

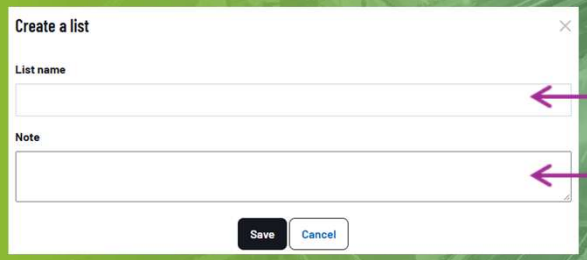
In this section, you can create your own list of favorite products so you'll have them handy. It's also useful if you want to group products by project.



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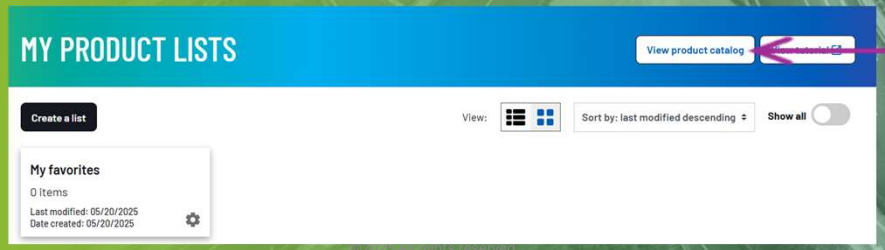
My Product List





Create a list name

In this field, you can enter information about the list name or additional information



After clicking on “View Catalog Products,” you'll find our product catalog here and can add items to the list you created. Click “See next slide” to see how to do it.

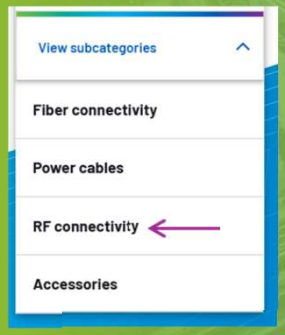
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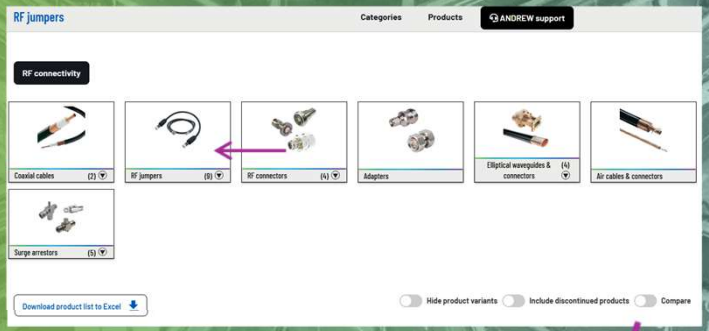
Here you'll find our products grouped into different categories



1 Click on view subcategories



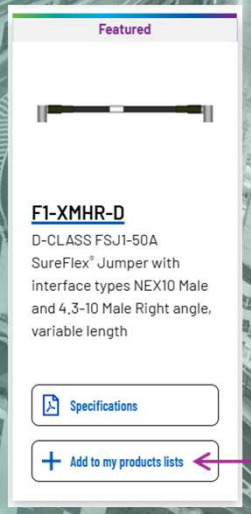
2 Here you can choose one of the subcategories

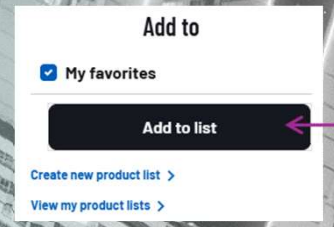


3 Select the desired material.



Here, you have three options for filtering and comparing the materials. You also have the option to download them in Excel format.

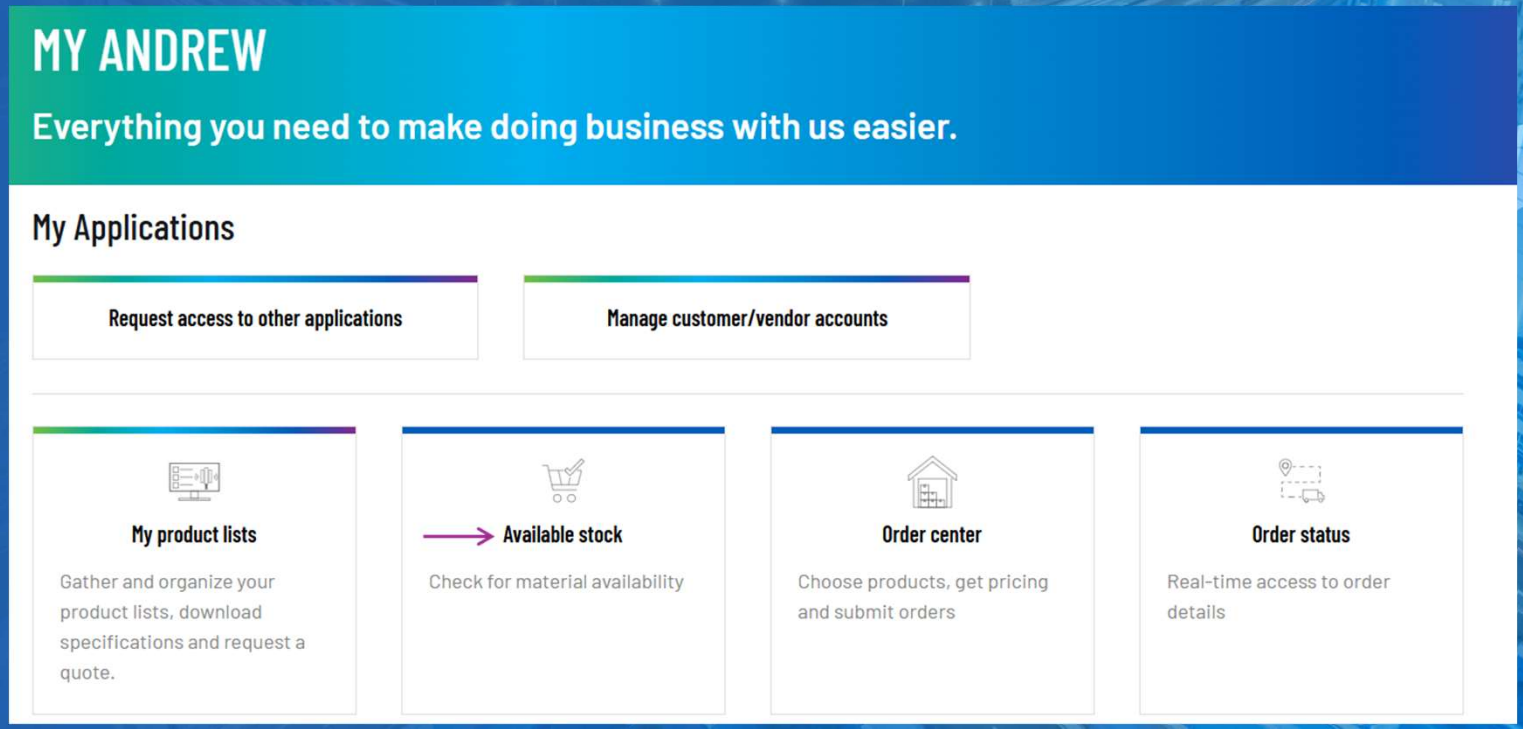




4 "Add to" will appear in the upper-right corner, and here you can add the product to your favorites list or any of the lists you've created.

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Available Stock
Click Available stock icon



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Available Stock

List by Part Number

List by Product Group

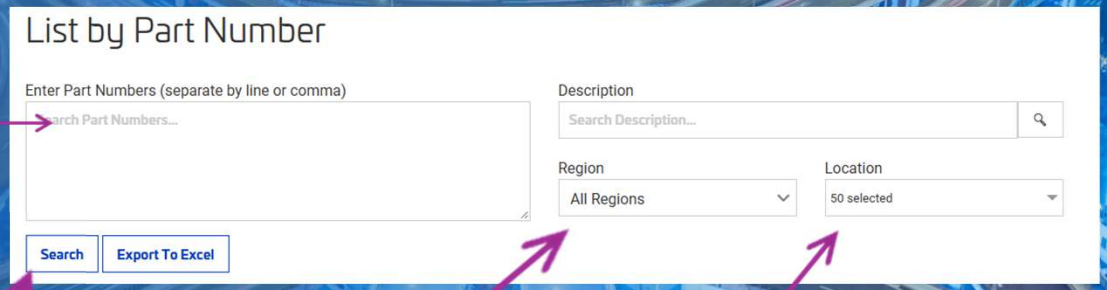
List by Part Number:
Here you can check the stock status, whether for a single part number or multiple part numbers at once.
You can also select the region and the plant.

List by Product Group:
Here we can check inventory by product category.

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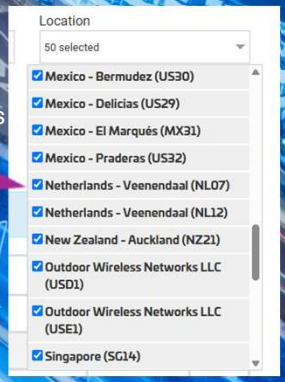
→ List by Part Number



1 Enter single or multiple part numbers

2 Region selection
Select **EMEA** as a default

3 Location / plant selection
1. **Unselect all**
2. Select **Netherlands – Veenendaal NL07** as default



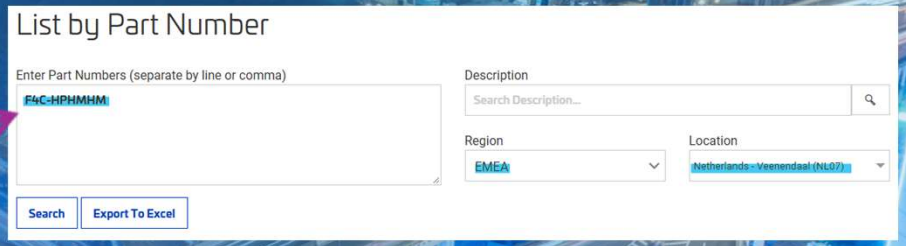
4 Finally, click “Search” and you'll see our availability. If you want to export it to an Excel spreadsheet, click “Export to Excel.”

Inventory is on a first come first served basis. Inventory is not guaranteed. We always recommend checking stock availability with the CSR team.

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List by Part number example

Enter any part number, and you also have the option to specify the root of the part number, as in the example F4C-HPHMHM, and the availability will be displayed in its various formats.



Available Stock List: Netherlands - Veenendaal (NL07)

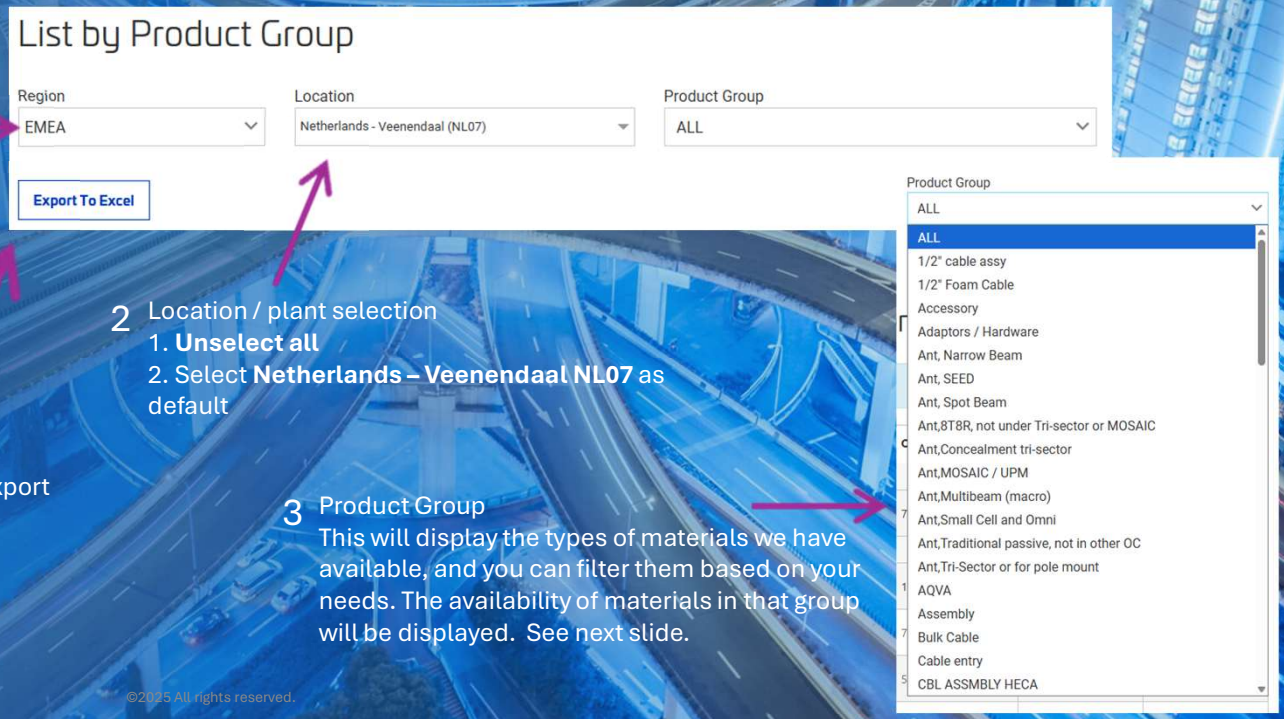
Inventory is on a first come first served basis. Inventory is not guaranteed.

Part Number	Description	Plant	Location Name	Quantity	Unit
F4C-HPHMHM-11M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	480	EA
F4C-HPHMHM-12M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	136	EA
F4C-HPHMHM-2M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	17955	EA
F4C-HPHMHM-3M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	16486	EA
F4C-HPHMHM-4M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	6166	EA
F4C-HPHMHM-5M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	8711	EA
F4C-HPHMHM-6M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	4591	EA
F4C-HPHMHM-7M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	316	EA
F4C-HPHMHM-8M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	973	EA
F4C-HPHMHM-9M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	228	EA
F4C-HPHMHM-M5	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	20	EA

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→ List by Product Group



1 Region selection
Select **EMEA** as a default

2 Location / plant selection
1. **Unselect all**
2. Select **Netherlands – Veenendaal NL07** as default

3 Product Group
This will display the types of materials we have available, and you can filter them based on your needs. The availability of materials in that group will be displayed. See next slide.

4 Export it to an Excel spreadsheet, click "Export to Excel"

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List by Product Group example

List by Product Group

Region: EMEA | Location: Netherlands - Veenendaal (NL07) | Product Group: 1/2" cable assy

Export To Excel

Available Stock List: Netherlands - Veenendaal (NL07)

Inventory is on a first come first served basis. Inventory is not guaranteed.

Part Number	Description	Plant	Location Name	Quantity	Unit	Category
Category: 1/2" cable assy - 49 items						
F4A-HPHMDR-2M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	124	EA	1/2" cable assy
F4A-HPHMDR-3M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	74	EA	1/2" cable assy
F4A-HPHMDR-5M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	52	EA	1/2" cable assy
F4A-HPHMHM-1M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	61	EA	1/2" cable assy
F4A-NMNM-12M-P	CA:1/2" PREMIUM SUREFLEX	NL07	Netherlands - Veenendaal	198	EA	1/2" cable assy
F4A-NMNM-8M-P	CA:1/2" PREMIUM SUREFLEX	NL07	Netherlands - Veenendaal	73	EA	1/2" cable assy
F4C-HPDMDF-1M	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	80	EA	1/2" cable assy
F4C-HPDMDF-1M5	CA:1/2" SUREFLEX CABLE A	NL07	Netherlands - Veenendaal	30	EA	1/2" cable assy

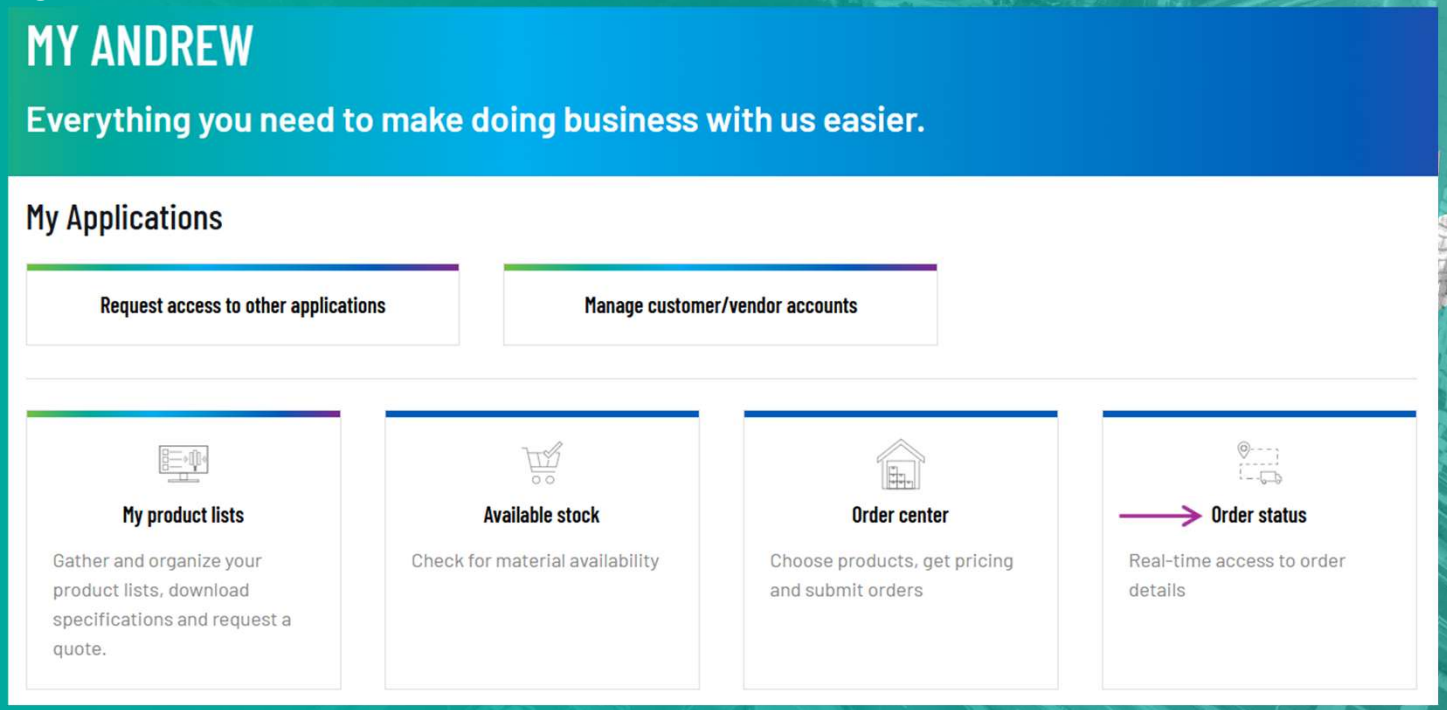
Enter any product group, for example, "½" cable set"

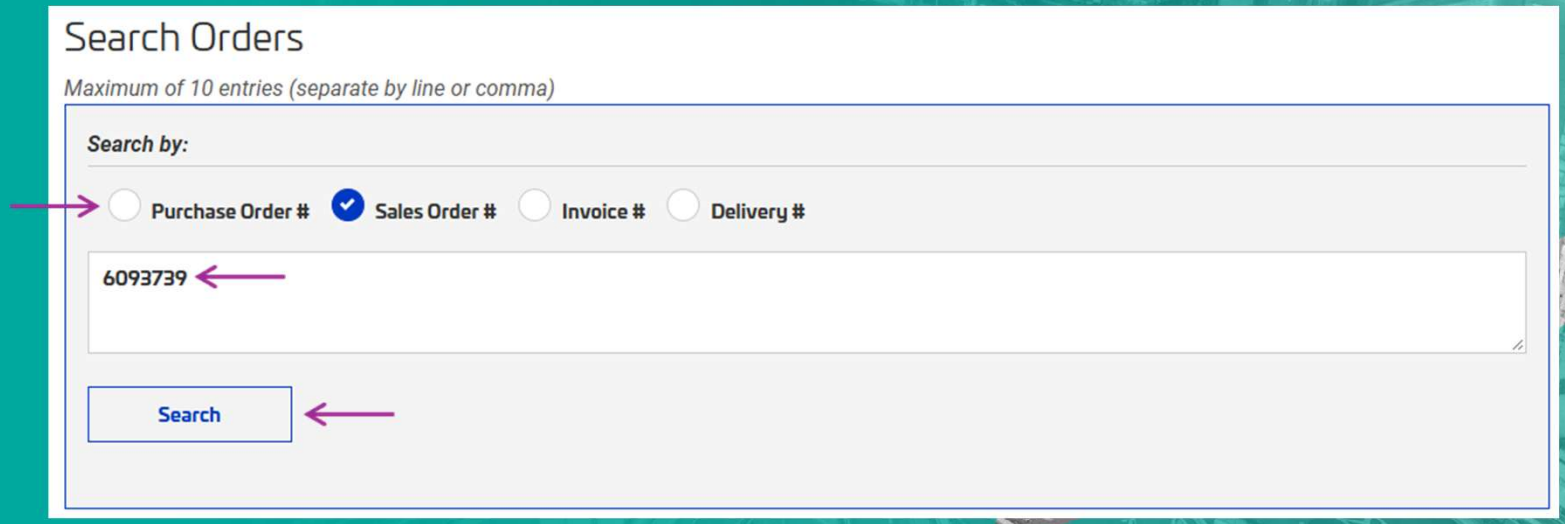
The availability of the various options will be displayed.

Inventory is on a first come first served basis. Inventory is not guaranteed. We always recommend checking stock availability with the CSR team.

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Order Status



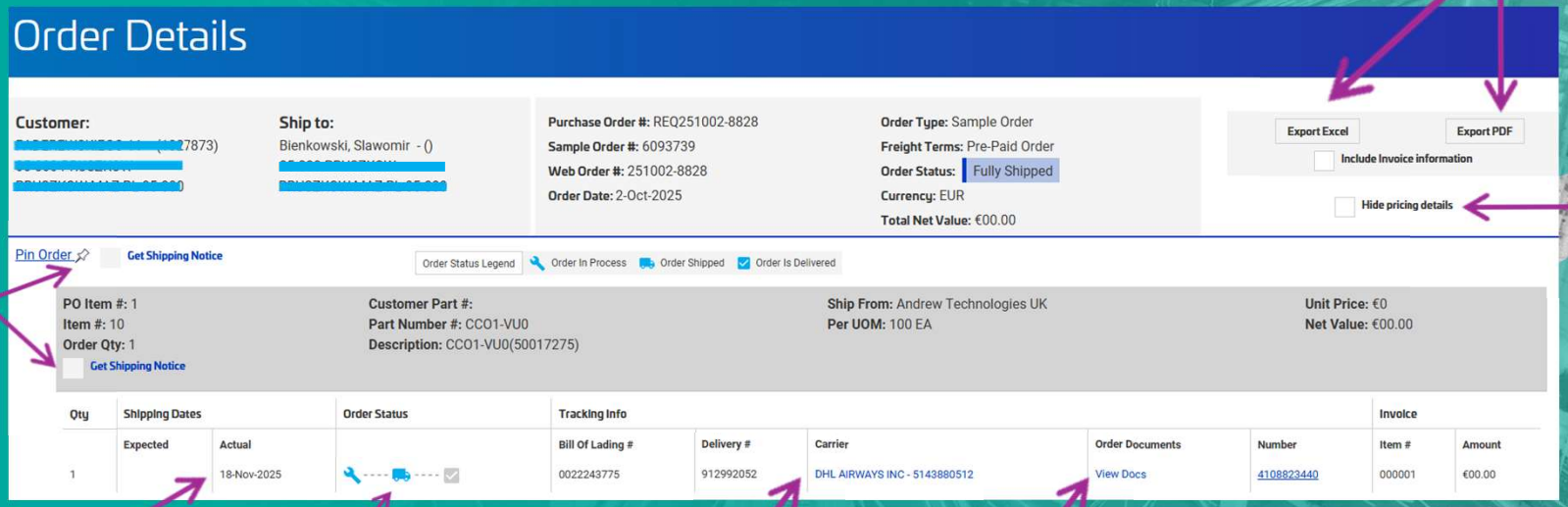


In this section, you can check the status of your order by selecting the PO number, SO number, invoice, delivery and then clicking “Search.”

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You can download the order information in Excel or PDF format.

By clicking this box, you can receive notifications, and if you want to pin an order, it will be saved as a favorite.

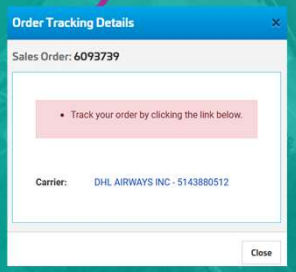


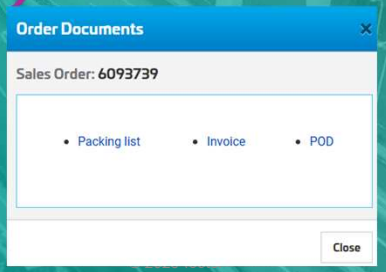
Click on hide pricing details to mask all price and invoice references. Useful for/cut paste to an end user if needed

Ship date Will move from expected to actual when ítems ships

Here you can see a graphical view of the order status.

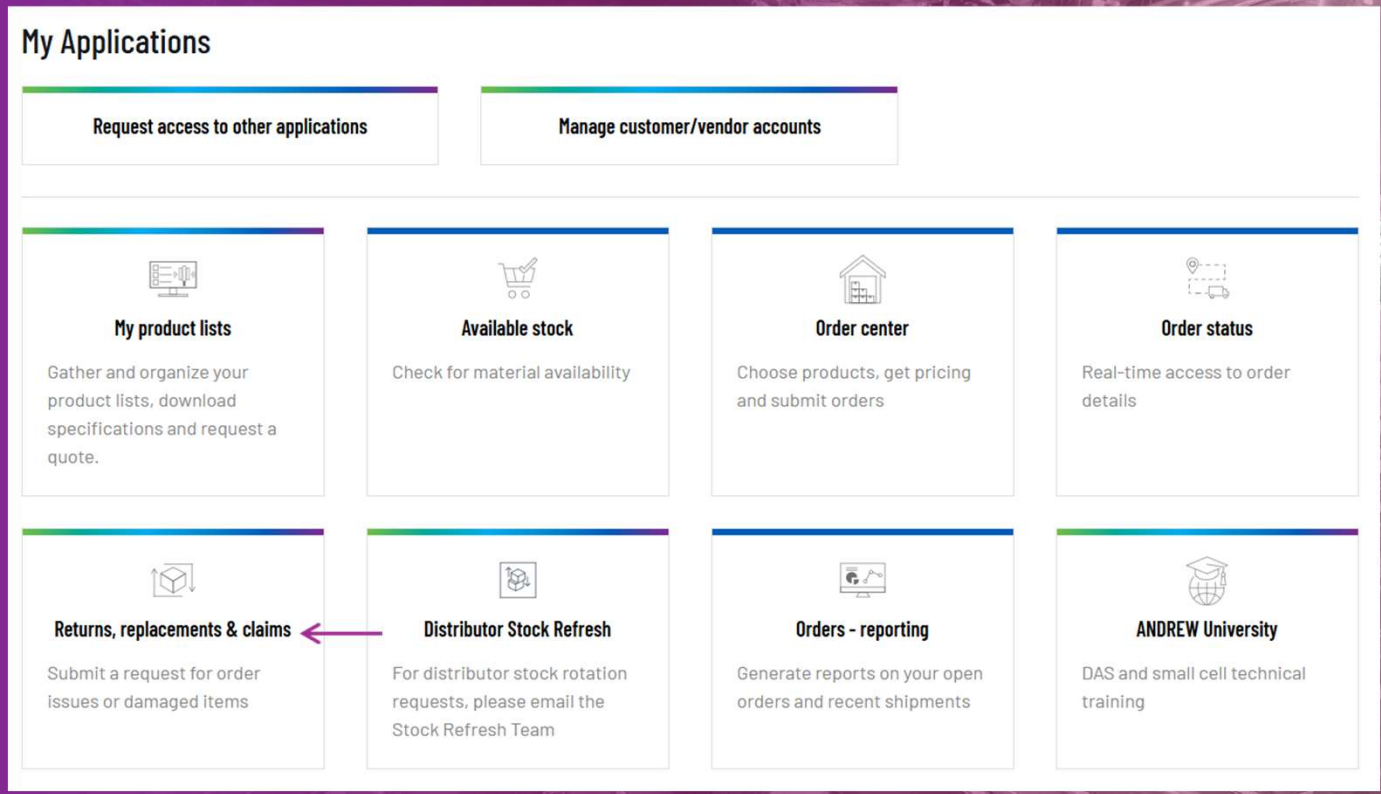
Clicking on the link takes you directly to the carrier's website





Click on the documents to download them directly

Returns, replacements & claims



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Returns, replacements & claims

Open a claims ticket

Please fill in the form to open a new claims ticket.

Thank you,
ANDREW Claims Team

Product claims

This form is to make claims for products.

Company name*

Country*

Full name*

Email*
you@company.com

Customer email (if submitting on their behalf)

Phone number - Please enter numbers only (no dashes)
Numbers only (no dashes)

Request title*

Claim reason*
- Service
- Shipping
- Transport carrier
- Defective

Service subcategory
- Order entry error
- Cancelled order received
- Duplicate order received

Shipping subcategory
- Short shipment
- Over shipment
- Incorrect product
- Label issue
- Wrong address / customer

Transport carrier subcategory
- Lost / missing
- Damaged
- Delivered to wrong address / customer

Credit or replacement

Is a replacement required?*
- Yes
- No (credit only)

If replacement, enter the shipping information.

Company

Contact name

Contact phone number

Contact email address

Street

City

State

Post code

Country

Identifying details

Part number

Quantity

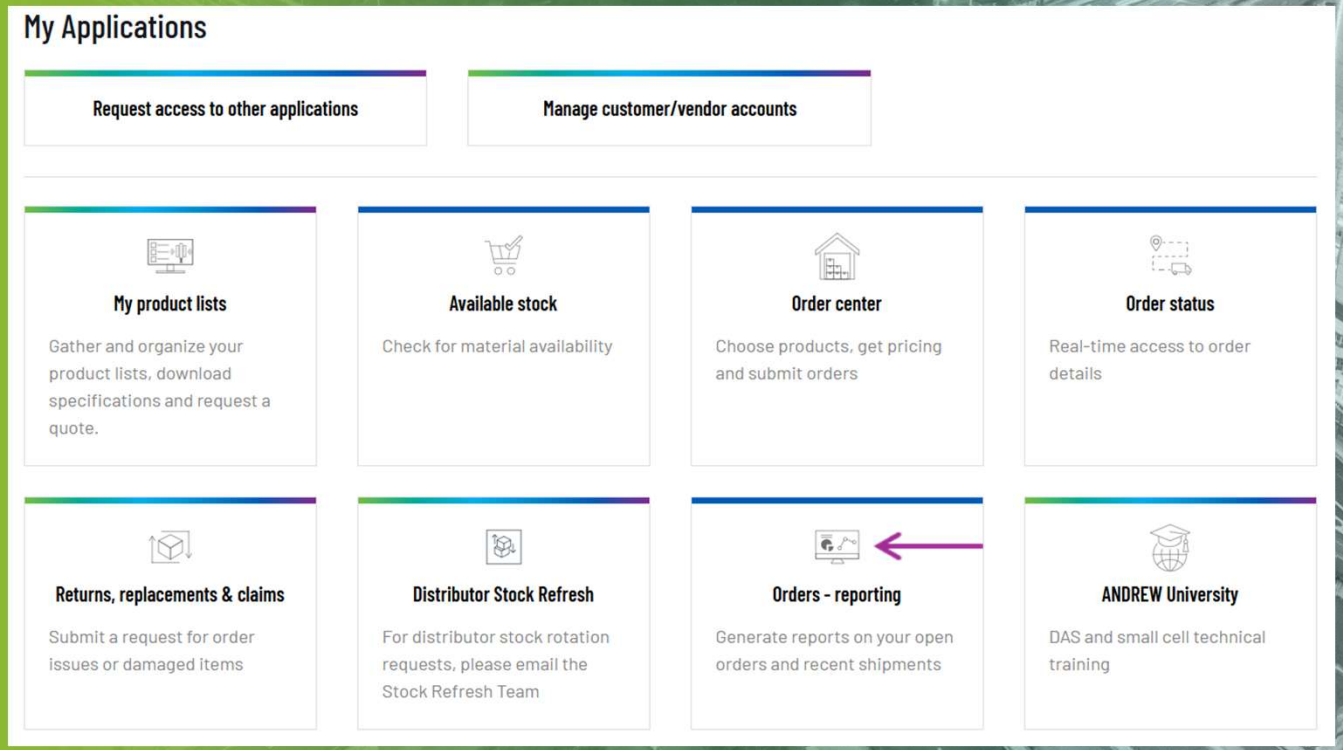
You must complete the questionnaire. Once you have submitted the ticket, a notification will be sent to our quality department, and they will contact you directly.

It is important to include supporting documentation, such as photos, to back up your claim. For this reason, you must click the “YES” checkbox and, after receiving the email, reply to it and include photos or documentation. Finally, you must click “Submit ticket.”

Provide supporting documents*
- Yes – once the ticket is created, you’ll receive an email where you can reply with supporting documents.
- No

Submit ticket

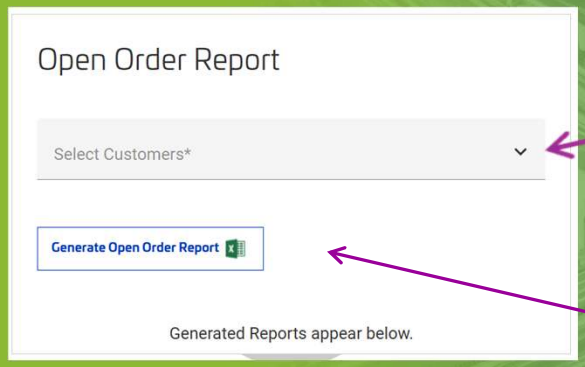
Orders - reporting



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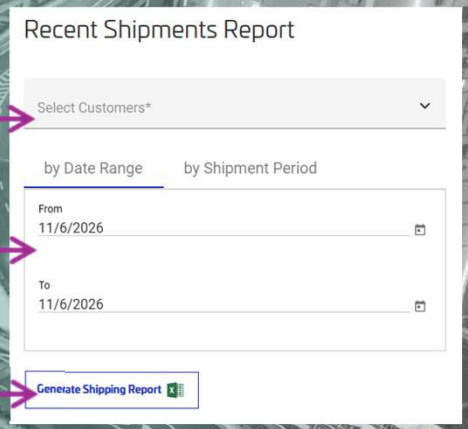
Generate Excel reports on your open orders and recent shipments.



In this section, you must enter your company. It has been previously assigned to your profile.

In this “Recent Shipments Report” section, you can generate the report for a specific time period.

Finally, click “Generate Report,” and the reports will be created in Excel format.



When running reports for multiple accounts the processing time will be longer than usual.
The browser must be left open until the report is ready for download.
Once complete, your reports for multiple accounts will be available for download for **72 hours**.

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Thank you for your attention. If you have any questions, please don't hesitate to contact Andrew's team; we'd be happy to help you.

Name: Marian Botana

Title: CSR

Contacts: marian.botanamontes@andrew.com

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