

Product Return System

Quick guide

Start screen

The main screen in the Grundfos Product Return System.

Here the overview of open / closed cases can be found and new cases created.

The search function will allow search

- Grundfos case number
- Case status
- Installers own reference
- Production code
- Product number

Services Thomas Vels Jensen

GRUNDFOS | PRODUCT RETURN SYSTEM

HOME 0.8-SNAPSHOT

CREATE NEW CASE

Active cases

Display 10 records Search:

Grundfos case number	Case Status	Installers own reference	Production code	Product number	New comment
1	Open	Inv-234567	W34Y15	96004601	

Showing 1 to 1 of 1 records Previous Next

Closed cases

Grundfos case number	Case Status	Installers own reference	Production code	Product number	New comment
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Create new case

The create new case page is divided into 5 sections:

- Product data
- Cost
- Installer information
- Customer information
- Added pictures / documents

In the product data section Product number and production code has to be provided together with a picture of the pumps nameplate and a general picture of the product. Please note the buttons are not available until the case is saved the first time.

In the cost section the bank account for the installer has to be provided.

Additional cost related to the replacement can be added together with a comment regarding what this cost was related to.

In the installer information / customer information section contact information has to be added.

The added pictures/documents can be previewed in the bottom of the screen. If a document was added wrongly it can be removed by pressing the trashcan symbol.

The screenshot displays the 'Create new case' form in the Grundfos Product Return System. The form is organized into several sections:

- Product data:** Includes fields for 'Product number' (9009021) and 'Production code' (WPH13). Below these are two buttons: 'ADD NAME PLATE PICTURE' and 'ADD PRODUCT PICTURE'.
- Cost:** Includes a 'Bank account number' (8888-888899997777), 'Any additional cost' (0), and a 'Reason for additional cost' text area.
- Installer information:** Includes fields for 'Installer's own reference' (In-234567), 'Company name' (Test Company), 'Address' (Installer street 100), 'City' (Installer City), 'ZIP code' (8000), 'Country' (Denmark), 'State' (Region mid), 'Phone' (+45 33333333), and 'Email' (testperson@grundfos.com).
- Customer information:** Includes fields for 'Address' (Customer street 100), 'City' (Customer City), 'ZIP code' (800), 'Country' (Denmark), 'State' (Region mid), 'Phone' (+45 44444444), and 'Email' (customer@customer.dk).
- Added pictures:** A section showing two preview images: a pump nameplate and a pump unit.
- Added documents:** A section for uploading documents.

At the bottom of the form are 'CANCEL' and 'SAVE CASE' buttons. The footer of the page includes 'Log In / Contact Grundfos' and the 'be think innovate' logo.

Start screen

After submitting the case to Grundfos the status will change in the main screen.

The screenshot displays the 'Start screen' of the Grundfos Product Return System. The interface features a dark blue header with the Grundfos logo and 'PRODUCT RETURN SYSTEM' text. Below the header is a navigation bar with 'HOME', 'BACK OFFICE', and 'USER ADMINISTRATION' links, and a user profile 'Thomas Vels Jensen'. The main content area is titled 'Active cases' and includes a 'CREATE NEW CASE' button. A table lists active cases with columns for Grundfos case number, Case Status, Installers own reference, Production code, Product number, and New comment. The first row shows a case with status 'Approved by Grundfos'. Below the table, there is a 'Showing 1 to 1 of 1 records' indicator and navigation arrows. A 'Closed cases' section is also visible but empty. The footer contains 'Legal Issues | Contact Grundfos' and the 'be think innovate' slogan.

Services Thomas Vels Jensen

GRUNDFOS | PRODUCT RETURN SYSTEM

HOME BACK OFFICE USER ADMINISTRATION 0.8-SNAPSHOT

CREATE NEW CASE

Active cases

Display 10 records Search:

Grundfos case number	Case Status	Installers own reference	Production code	Product number	New comment
1	Approved by Grundfos	Inv-234567	W34Y15	96004601	

Showing 1 to 1 of 1 records Previous Next

Closed cases

Grundfos case number	Case Status	Installers own reference	Production code	Product number	New comment
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Case closed for update

When the case is send to Grundfos for approval the input fields are locked. It's possible to view the data but not change anything.

The screenshot displays the Grundfos Product Return System interface. The top navigation bar includes the Grundfos logo and the text 'PRODUCT RETURN SYSTEM'. The user is logged in as 'Thomas Wils Jensen'. The main content area is divided into several sections:

- Case status:** 'Send to Grundfos' (locked)
- Product data:** Includes fields for 'Product number' (960662), 'Production code' (W2413), and buttons for 'ADD NAME PLATE PICTURE' and 'ADD PRODUCT PICTURE'.
- Cost:** Includes fields for 'Bank account number' (888-888099777), 'Any additional cost' (0), and a 'Reason for additional cost' field with an 'ADD WORK' button.
- Installer information:** Includes fields for 'Installer name reference' (29-23652), 'Company name' (Test Company), 'Address' (Installer street 204), 'City' (Installer City), 'ZIP code' (800), 'Country' (Denmark), 'State' (Fagten nord), 'Phone' (+45 33333333), and 'Email' (test@grundfos.com).
- Customer information:** Includes fields for 'Address' (Customer street 156), 'City' (Customer City), 'ZIP code' (800), 'Country' (Denmark), 'State', 'Phone' (+45 88888888), and 'Email' (customer@customer.dk).
- Additional pictures:** A section with a 'Add pictures' button and a preview of a pump and its packaging.
- Additional documents:** A section with an 'Add documents' button.

At the bottom right, there are 'CANCEL' and 'SAVE CASE' buttons. The footer contains the text 'Legal notice | CONTACT Grundfos' and the Grundfos logo with the slogan 'be think innovate'.

Start screen

When Grundfos has approved the case the status is change in the main screen.

The screenshot displays the 'Start screen' of the Grundfos Product Return System. The interface features a dark blue header with the Grundfos logo and 'PRODUCT RETURN SYSTEM' text. Below the header, a navigation bar includes 'HOME' and '0.8-SNAPSHOT'. The main content area is titled 'Active cases' and contains a table with one record. The table has columns for 'Grundfos case number', 'Case Status', 'Installers own reference', 'Production code', 'Product number', and 'New comment'. The single record shows a case number of '1' with a status of 'Approved by Grundfos'. A 'CREATE NEW CASE' button is located in the top right corner of the active cases section. Below the active cases section, there is a section for 'Closed cases' which is currently empty. The footer of the page includes 'Legal Issues | Contact Grundfos' and the 'be think innovate' slogan.

Grundfos case number	Case Status	Installers own reference	Production code	Product number	New comment
1	Approved by Grundfos	Inv-234567	W34Y15	96004601	

Approved case

After Grundfos approval the invoice can be added and the last data can be added if some is missing.
When the case is ready it can be send to Grundfos for final handling

The screenshot displays the Grundfos Product Return System web interface. The top navigation bar includes 'HOME', 'BACK OFFICE', 'USER ADMINISTRATION', and 'GRUNDFOS PRODUCT RETURN SYSTEM'. The user is logged in as 'Thomas Vibe Jensen'. The case status is 'Approved by Grundfos'.

Product data:
Grundfos case number: 1
Product number: 96004001
Production code: 8034115
Buttons: ADD MAIN PICTURE, ADD PRODUCT PICTURE

Cost:
Bank account number: 8888 88889997777
Any additional cost: 0
Reason for additional cost: [Text area]
Button: ADD INVOICE

Installer information:
Case status: Approved by Grundfos
Installer's own reference: Inv-230507
Company name: Test Company
Address: Installer street 204
City: Installer City
ZIP code: 8000
Country: Denmark
State: Region north
Phone: +45 33203055
Email: tvibjensen@grundfos.com

Installer comments: Finished the job. Added invoice.

Customer information:
Address: Customer street 156
City: Customer City
ZIP code: 800
Country: Denmark
State: [Text area]
Phone: +45 66666666
Email: customer@customer.dk

Grundfos comment: Approval please go ahead and exchange the pump.

Added pictures: [Image of a Grundfos pump]

Added documents: Invoice.pdf

Buttons at the bottom: CANCEL, SAVE CASE, CASE FINISHED

Start screen

In the main screen the status will be updated to finished.

Services | Thomas Vels Jensen

GRUNDFOS | PRODUCT RETURN SYSTEM

HOME 0.8-SNAPSHOT

CREATE NEW CASE

Active cases

Display 10 records Search:

Grundfos case number	Case Status	Installers own reference	Production code	Product number	New comment
1	Finished	Inv-234567	W34Y15	96004601	

Showing 1 to 1 of 1 records Previous Next

Closed cases

Grundfos case number	Case Status	Installers own reference	Production code	Product number	New comment
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Start screen

When the case is finalized by Grundfos the case will get the status “Closed” and will move down to the closed cases section on the main page. It’s still possible to open the case and see the data but no changes will be allowed.

The screenshot displays the start screen of the Grundfos Product Return System. The page features a dark blue header with the Grundfos logo and the text 'PRODUCT RETURN SYSTEM'. Below the header, there is a navigation bar with 'HOME' and '0.8-SNAPSHOT'. The main content area is divided into two sections: 'Active cases' and 'Closed cases'. The 'Active cases' section is currently empty. The 'Closed cases' section contains a table with one record. The table has columns for 'Grundfos case number', 'Case Status', 'Country', 'Installers own reference', 'Production code', and 'Product number'. The record shows a case number of 1, a status of 'Closed', a country of 'Denmark', an installer reference of 'Inv-234567', a production code of 'W34Y15', and a product number of '96004601'. Below the table, it indicates 'Showing 1 to 1 of 1 records' and includes 'Previous' and 'Next' navigation buttons. The footer of the page contains 'Legal Issues | Contact Grundfos' and the slogan 'be think innovate'.

Grundfos case number	Case Status	Country	Installers own reference	Production code	Product number	New comment
1	Closed	Denmark	Inv-234567	W34Y15	96004601	