

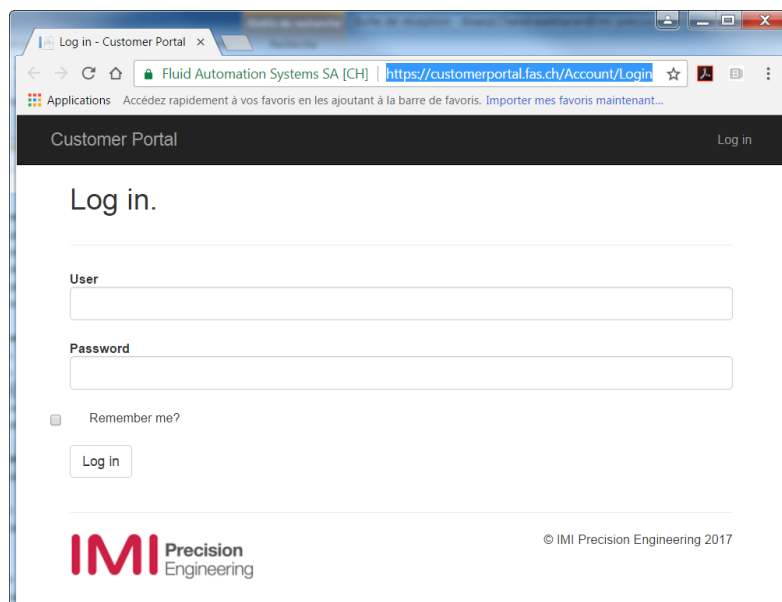
FAS Customer Portal

User Manual

Log in

To access FAS's customer portal login page, please type the following address in your browser.

<https://customerportal.fas.ch>

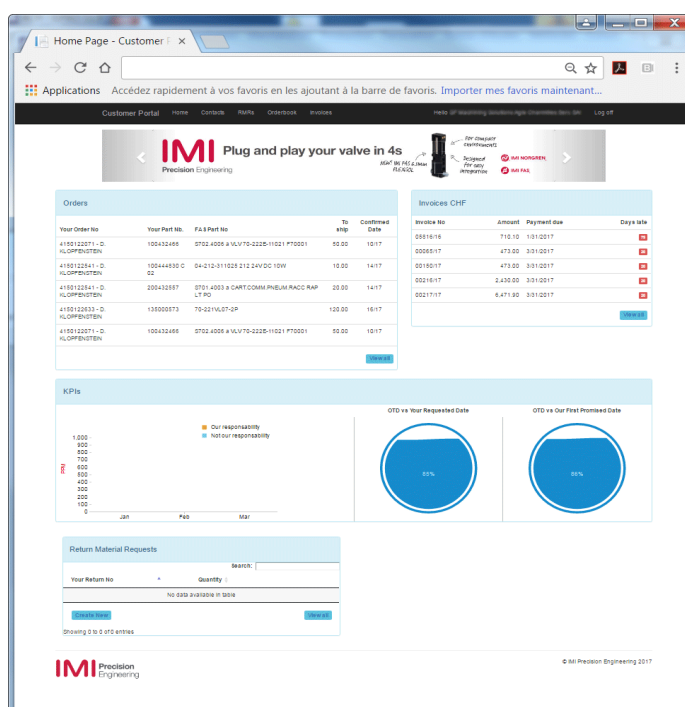


To enter the portal, please type the username and password you have been provided with in respectively the "User" and "Password" fields, then click on the "Log in" button

Home

The Homepage is divided in 5 sections:

1. Menu bar
2. Orders
3. KPIs
4. Return Material Requests

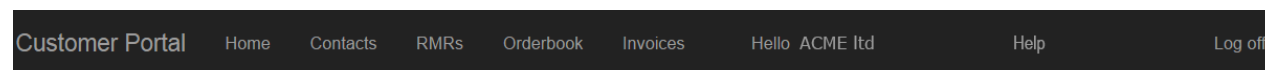


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1 Menu bar



Customer Portal: click here to get back to the portal homepage

Home: click here to get back to the portal homepage

Contact: click here to view your FAS contacts, who are your escalation contacts and to add your or your colleague's contact details if missing.

RMRs: click here to access the "Return Material Request" page for all returns and return requests.

Orderbook: click here to access your open order book

User information ("Hello..."): click here to change your log in password

Help: click here for the user manual

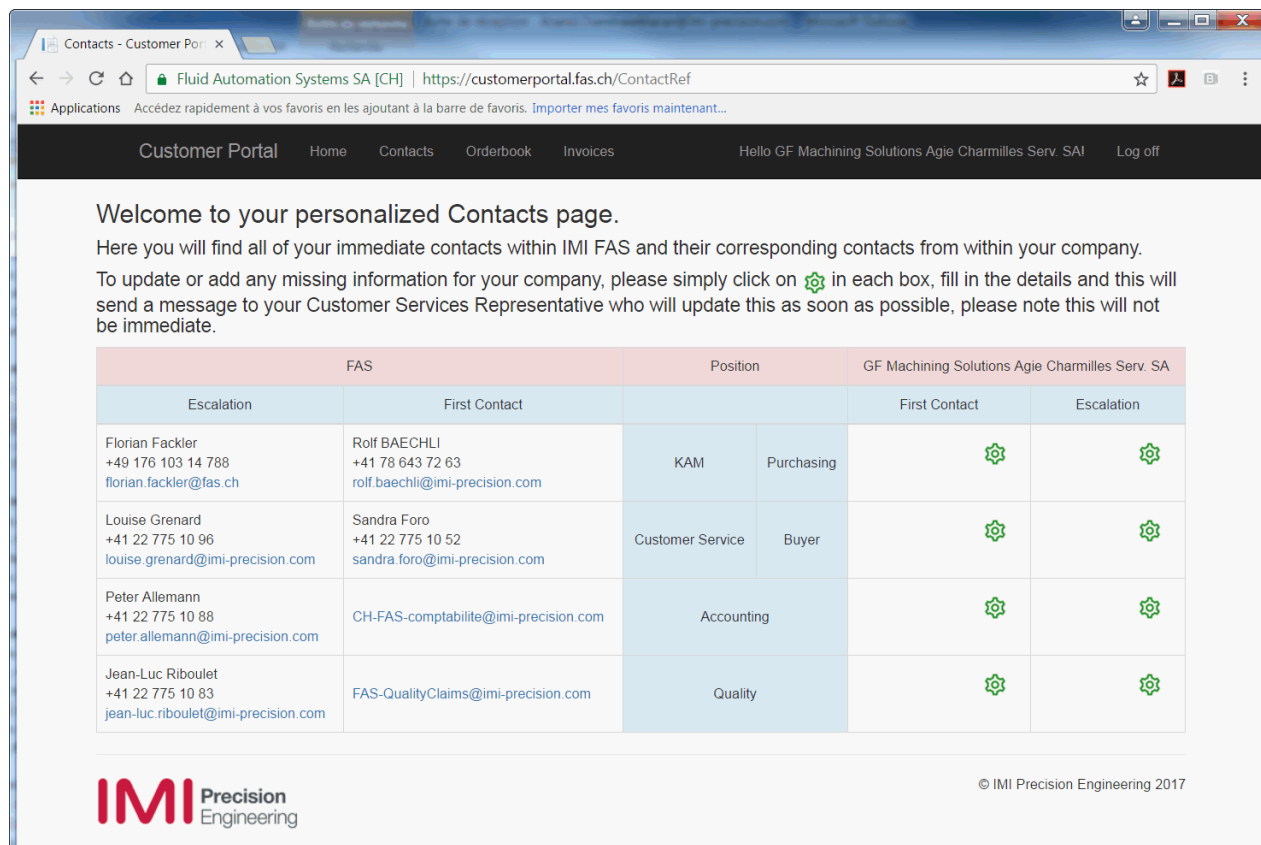
Log off: click here to log off the FAS Customer Portal

FAS Customer Portal

User Manual

Contact page

Here you will find all of your immediate contacts within IMI FAS and their corresponding contacts from within your company.



The screenshot shows the 'Contacts - Customer Portal' page in a web browser. The page has a navigation bar with links: Customer Portal, Home, Contacts, Orderbook, Invoices, Hello GF Machining Solutions Agie Charmilles Serv. SAI, and Log off. The main content area welcomes the user and provides instructions on how to update contact information using gear icons. Below the text is a table with contact details.

FAS		Position		GF Machining Solutions Agie Charmilles Serv. SA	
Escalation	First Contact			First Contact	Escalation
Florian Fackler +49 176 103 14 788 florian.fackler@fas.ch	Rolf BAECHLI +41 78 643 72 63 rolf.baechli@imi-precision.com	KAM	Purchasing		
Louise Grenard +41 22 775 10 96 louise.grenard@imi-precision.com	Sandra Foro +41 22 775 10 52 sandra.foro@imi-precision.com	Customer Service	Buyer		
Peter Allemann +41 22 775 10 88 peter.allemann@imi-precision.com	CH-FAS-comptabilite@imi-precision.com	Accounting			
Jean-Luc Riboulet +41 22 775 10 83 jean-luc.riboulet@imi-precision.com	FAS-QualityClaims@imi-precision.com	Quality			

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: to update or add any missing information for your company, click here to display the contact submission form.

Please fill the following fields, then submit.

First Name

Last Name

Phone number

Email address

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User Manual

2 Orders

This section displays the 5 most recent orders.

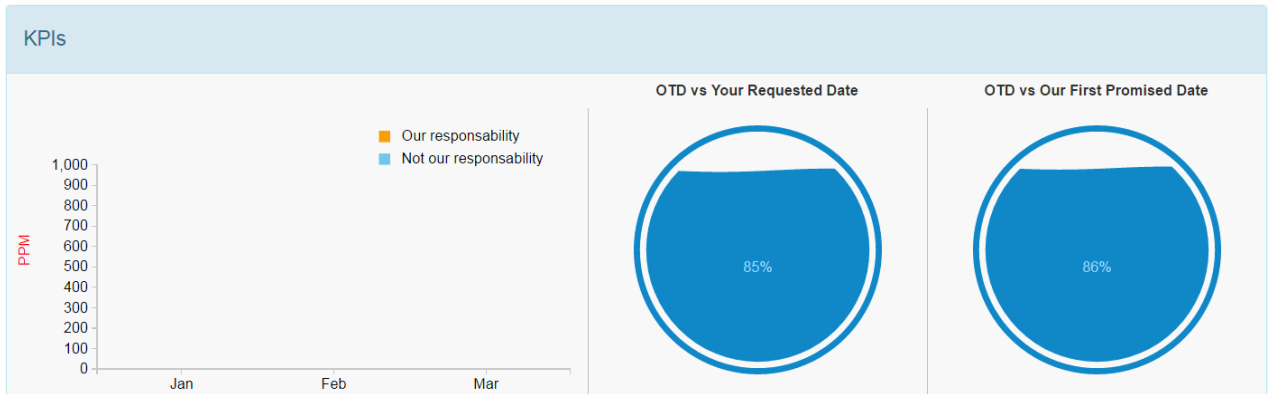
Orders				
Your Order No	Your Part Nb.	FAS Part No	To ship	Confirmed Date
4150122071 - D. KLOPFENSTEIN	100432466	S702.4006 a VLV 70-222E-11021 F70001	50.00	10/17
4150122541 - D. KLOPFENSTEIN	100444830 C 02	04-212-311025 212 24V DC 10W	10.00	14/17
4150122541 - D. KLOPFENSTEIN	200432557	S701.4003 a CART.COMM.PNEUM.RACC RAP LT PO	20.00	14/17
4150122633 - D. KLOPFENSTEIN	135000573	70-221VL07-2P	120.00	16/17
4150122071 - D. KLOPFENSTEIN	100432466	S702.4006 a VLV 70-222E-11021 F70001	50.00	10/17
				View all

[View all](#)

click here to access the entire "Orderbook"

3 KPIs (Key Performance Indicators)

This section displays the main indicators related to your orders and returns.



PPM (Parts Per Million):

Your OTD: shows the "On Time Delivery" performance as requested in your orders.

Our OTD: shows the "On Time Delivery" performance as confirmed by FAS

4. RMRs (Return Material Requests)

This section shows all the information related to returns and their status.

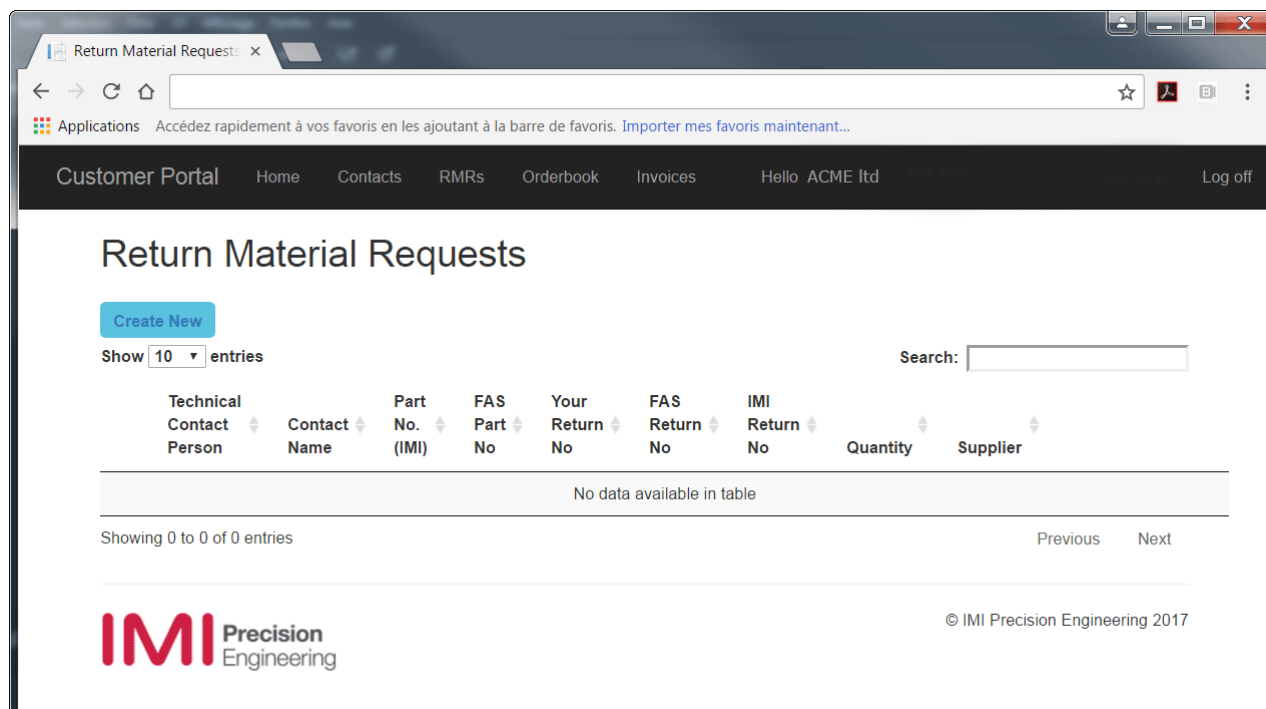
Return Material Requests	
	Search:
Your Return No 	Quantity 
No data available in table	
Create New	View all
Showing 0 to 0 of 0 entries	

- [Create New](#) : Click here to enter a new Return Material Request
- [View all](#) : Click here to access the “Return Material Requests” page

FAS Customer Portal

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RMRs (Return Material Request)



Return Material Requests

[Create New](#)

Show entries

Search:

Technical Contact Person	Contact Name	Part No. (IMI)	FAS Part No.	Your Return No.	FAS Return No.	IMI Return No.	Quantity	Supplier
No data available in table								

Showing 0 to 0 of 0 entries

[Previous](#) [Next](#)

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[Create New](#)

Click here to fill out a new Return Material Request form.

Please fill in all of the blank fields in the form and complete by clicking on 'Create'.

You will be informed of the progress of your RMR/RMA by email, but to see the latest updates on your RMAs place the mouse over the different icons and you will see their status.

For any questions please don't hesitate to contact your Customer Service Representative.