Help to the partner zone
of Reform-Werke / Agromont

Login
You received your access data for the shop and can log in via login screen.
Your customer number acts as your user name.

1. Used machines

At Reform-partner zone it is possible to offer your used machines.
You can manage these machines at item ‚Used machines'.

At left column's menu you can carry out following processes:

My advertisement	You can see, adapt, delete or block your written advertisements.*
Prepare advertisement	You can prepare an advertisement. Therefore you have to fill in the form. Additional to the key figures of the machine you can enter a description. You can format by using "B" (bold), "I" (italic) and "U" (underlined). An enumeration is possible by means of the 'List symbol'. (Example: enumeration of advantages in key words) In the lower area you can attach pictures. This is done by function key 'Search'. Only GIF, JPEG or PNG formatted pictures can be used!
Notes	Here you will get exact information for preparation and management of the advertisements.

Release:
All advertisements have to be released by Reform and are marked as released after that. (see legend)

If an advertisement is not updated for more than 3 months it is locked by Reform, i. e. it is not longer visible on the homepage. Simultaneously you will receive a mail from Reform to inform you of blocking. If the advertisement is not managed for another 3 month it will be deleted automatically.

*Blocking of an advertisement
If an advertisement is blocked, it can be seen only by the author. Online it is not shown any longer. If an advertisement is released it can be seen on the homepage again.

GTCT:
It is possible to state your GTCTs abbreviated at **'My data'**.
Those are shown directly at the product on the website for the customer.

2. Warranty claim

As a partner of Reform you can manage your warranty claims online. At left column's menu following options are offered: My application List of all filled warranty claims New application Preparation of a new warranty claim If you want to prepare a new application please follow steps 1-6 in the application mask:

2.1. Type of machine

State machine type in the choice box

2.2. Maschine data

Your customer number is acquired in the trader data. Enter the supplier by yourself. This is done by entering name, address, phone number and other contact data as far as available. The personal data of the owner have to be stated in the owner data. Detail information does have to be filled in the third block.
Fields marked with * must be filled in.

2.3. Case of damage and repair

In this form data of occurrence of damage and repair are acquired. The damage report has to be stated abbreviated.

2.4. Spare parts

Please enter spare parts, if they were required. The logging of spare parts is split to Reform spare parts and other traders' spare parts.

Please note:

Please note that every spare part has to be **saved explicitly** by function key '**Save**'

2.5. Pictorial documentation

The damage should be documented by pictures. These pictures are attached to the warranty claim by function key 'Search'.

Please note:

Please note that every picture part has to be saved explicitly by function key '**Save**'!

2.6. Summary

The summary contains complete data entered by you. Those should be checked again before dispatching the application. **As applicant you are responsible for the correctness of the application correctness of the application.**

You can prepare an advertisement. If you need further data for the application, **you can stop and continue the application at any time**. The application is registered in the list ‚My application' and can be finished by function key 'Adapt'. The application can be deleted from your list by function key 'Delete'.

3. Download

In the download area it is possible to load down documents.
A search mask is available to simplify searching for the desired document.
The search mask offers following options:

Search term   if you enter your search term you will receive all documents
                     containing this search term. You can also search for word parts.
                     Indication: The contents of the documents are not searched.

Documenten type   Every document is defined by a document type.
                     For example, if you search for a customer service document you can
                     select it at the choice box.

Document language   All documents are categorized by language. For documents which
                     are independent of language like e. g. logos ‚All' can be selected at
                     language selection.

Product   State the product you want information for.
                     For documents which are independent of products 'All' can be
                     selected.

„Show all downloads in this path"
This link is displayed at each download document. I. e. all documents which are
saved within the stated path are shown.

Example: /Sale/Price lists/Metrac/DE/
All German documents which are filed for sale, are a price list and belong to Metrac are
shown.

4. Spare part shop

The spare part shop submenu is shown in the left column.
Following options are offered:

Product search
You can search for a product by means of a search dialogue. The search is done by the **article number** with following options:

Starts with   You only know the first figures of the article number.

Exact   Enter the exact article number for the desired article.

Part of the article number   You remember parts of the article number. The combination 435 exists at any position within the article number.

Further you can search directly by a **key word**. Example "Metrac"- all articles which stand in relation to Metrac are shown. (main gearbox, wheel bearing,…)

Order archives
At the order archives you can see all done orders. You can print and file them by means of the print preview.

GTCT
You have to accept the GTCTs to make an order. Those can be read at the item 'GTCT'.

4.1. Order transaction/shopping basket

Shopping basket
Put an article into the shopping basket
Please enter the desired quantity of the article before you put an article into the shopping basket. By means of clicking on the button 'To the shopping basket' the article is put into the shopping basket. The shopping basket is displayed in the left column directly below the menu navigation.

You can delete an article from the shopping basket by means of the symbol **'wastepaper basket'** By clicking on **'Delete shopping basket'** complete articles can be deleted from the shopping basket. By clicking on **'Order'** you will get to the order transaction.

Additional text
On item level, you have the option to enter additional text (max. 70 characters). This additional text will be printed on the delivery note.

Availability check
After you have entered the desired quantity, an automatic availability check is performed.

The results are displayed using traffic light symbols:

Green: total quantity available
Amber: partial quantity available
Red: part not available

Parts lists
When the "Parts list" button appears, you have the option to display the parts list.

Additional text
When the "Additional text" button appears, you have the option to display the additional text (note).

Shopping cart import
Here you can import files with several order items directly into the shopping cart from your system. The file to be imported must be in CSV format (you create a CSV file by saving an .XLS file as .CSV). Sentence structure: Article no.; quantity; additional text (semicolon as separator, additional text max. 70 characters)

Show details
At the shopping basket you can see the details of the product again. That is possible by clicking on 'Article number'. With another click the detail information disappears.

4.2. Order transaction

Enter address data
The data from your profile are taken over automatically for the delivery address. Of course you can still change your data in this order dialogue. Fields marked with * must be filled in. Sending the form is only possible if you filled in complete mandatory fields and accepted the general terms and conditions of trade.

Check order

The delivery address is written again. The order is reported in a table. If thesedata are correct you can dispatch the order. You have the possibility to change complete data, which were entered at step 'Enter address data' subsequently.

Confirmation of the order
You have to announce your e-mail address for being able to receive a confirmation of the order. This is done by filling in at ‚My data' or directly at order transaction.

Thank you for your order!

5. My data

It is possible for you to manage your personal data by the navigation bar in the left column:

5.1. My data
Statement of personal and business data. To guarantee a trouble-free order transaction it is advisable to announce the e-mail address .
Complete confirmations concerning the purchase are sent via e-mail.
In this area it is possible to state your GTCTs abbreviated. These are stated at every product and can be seen by the customer.

5.2. Change password

You can change your password without effort by entering the password and the password repetition in the second field.

6. An e-mail will do

We will be delighted to be via e-mail at your disposal at other questions or problems. You can reach us at webmaster@reform.at.