



WÜRTH BUSINESS SERVICES

JOURNAL

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FOREWORD

Dear Colleagues,

We are excited to have you with us as we explore a variety of topics in this edition. At WBS, our commitment to quality and customer support drives everything we do. This newsletter provides insights into key areas where we can collaborate to achieve shared success within the group.

In this edition, we cover Sales Operations Support, focusing on Sales Order Amendment and Backorder Processing. These processes ensure we meet customer needs efficiently and manage inventory effectively. Our Logistics section highlights Shipment Tracking and Declaration of Origin (COO), both crucial for maintaining supply chain transparency and compliance with international regulations. Additionally, in our Purchasing section, we discuss Expediting and Order Confirmation, which help ensure timely supply chain operations and accurate order fulfillment.

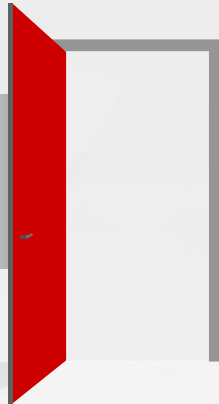
Whether we are navigating growth or facing challenges, our primary goal remains the same: to support our customers whenever they need us. Thank you for being an integral part of the WBS community. We hope you enjoy this issue and encourage you to reach out if you would like more information. We look forward to continuing our journey together, pursuing excellence and achieving remarkable outcomes.

Warm regards,
Your WBS Team

#WEMAKEITEASY

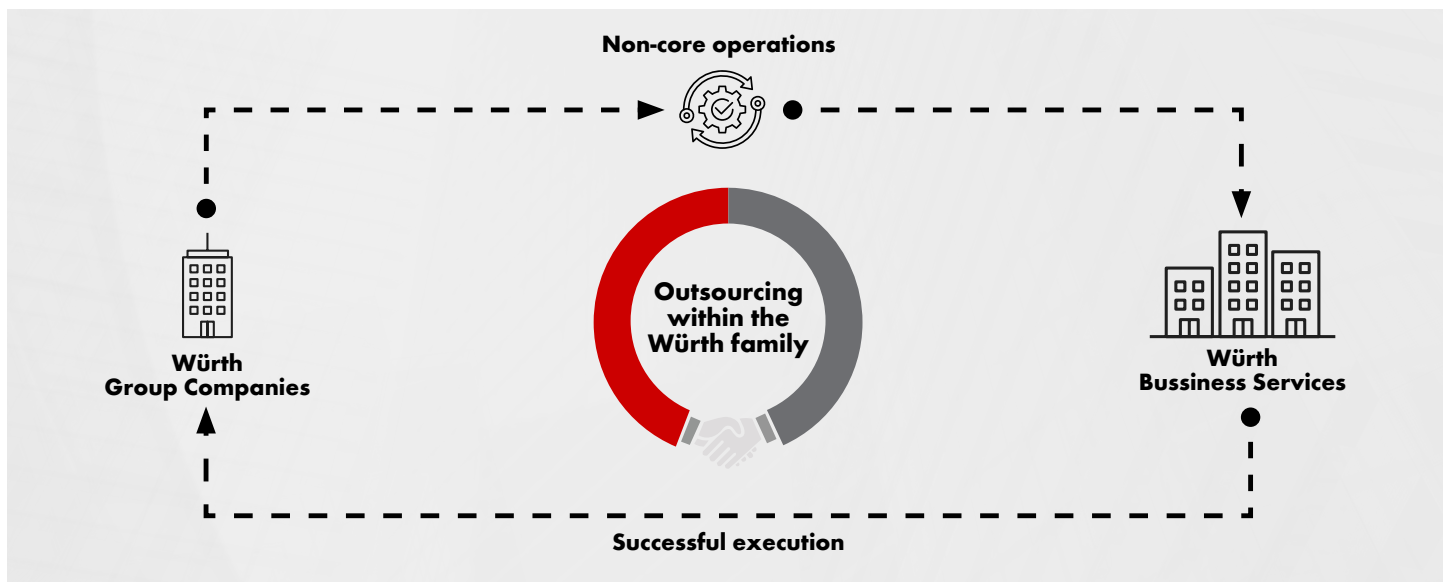
ABOUT WÜRTH BUSINESS SERVICES

WBS IS THE DOOR TO OPEN



Würth Business Services (WBS) is a shared service provider and a part of the Würth Group, dedicated to serve companies within the group. We execute non-core tasks for different departments, such as Finance, Logistics, Product Article Master, Sales Operations, Purchasing and others. Operating from India, WBS allows you to focus on your core business operations and save time & costs.

CONCEPT OF OUTSOURCING



OUR VALUES



Mutual Trust

Open communication and transparency.



Reliability

Streamlined and consistent support to rely on.



Accountability

Ownership of our support and execution.



Quality

Strict adherence to high-quality standards.

CONNECT WITH US

Get our comprehensive support now and optimize your business operations. Kindly get in touch with us:

✉ contact-wbs@wuertth-industrie.com

SALES OPERATIONS



SALES ORDER AMENDMENT

A Sales Order document contains a detailed information about article name, quantity, delivery date and others. These details play an important role in procuring the required quantity of articles within the specified deadline. The Sales Operations Team at Würth Business Services carries out the Sales Order Booking task by entering all the details from the Sales Order in the Enterprise Resource Planning (ERP) system. However, your customer's requirements may change or the delivery dates need to be revised. In these cases, the modifications or amendments in the

Sales Order becomes a necessity. Our team carries out these amendments in article number, quantity, delivery date, pricing conditions and others. Once we receive the amendment request with a document containing the amendments from you, we open the ERP system and make changes in the fields as mentioned in the document. We also mention the reasons behind the changes in the comments section in the ERP system to ensure transparency. Then we communicate the changes to the Finance and Logistics departments to avoid any further discrepancies.

BACKORDER PROCESSING

When your customer places an order and the requested articles are not in stock with you, the corresponding number of articles will be added to the Backorder. Once you know the number of backorders, you can plan the procurement of articles and the quantity to be delivered by the expected delivery date. You can also inform your customers about the delay in fulfilment and maintain transparency. The Sales Operations Team at Würth Business Services helps you in providing the

updated status of your backorders. Once we receive the order details of your customers, we check the stock availability in the ERP system. Based on the availability, our team enters the number of backorders in the ERP system, determines the possible delivery date and sends the updated status to you. We provide the updated information about the Backorder once or twice a week, or the frequency set by you.

BENEFITS OF PARTNERING WITH WBS

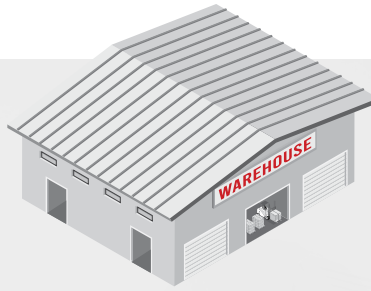
- ✓ Timely updates and accuracy in execution
- ✓ Support in planning strategies for order fulfilment
- ✓ Ensure transparency and close coordination
- ✓ Flexible process execution as per individual setup



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Leverage our experience and support in different processes related to Sales Operations and help your Sales Teams take data-driven decisions. Kindly get in touch with our representative.

LOGISTICS



SHIPMENT TRACKING

Ensuring the shipment is delivered within the expected delivery date is an important part of Logistics operations. It demonstrates the service excellence and strengthens business relationships by building the trust. While your Logistics Teams are involved in executing core operations, non-core tasks such as tracking the outbound shipments and updating the status can take a bunch of their time. This is where you can avail our support. The Logistics Team at Würth Business Services tracks outbound shipments and

sends reminders for timely delivery to the transporters. Once you send the tracking numbers to us, we visit the transporter's website and check the delivery status. If the shipment is delivered, we update the status in the shipment tracking portal. If the shipment is undelivered, we check the status multiple times in a week on the transporter's website and send them reminders if it still shows undelivered. This ensures that you receive the shipment in time. Furthermore, your teams do not need to invest time in tracking and taking follow-ups.

DECLARATION OF ORIGIN

Knowing the Country of Origin (COO) is of utmost importance to pay the appropriate export taxes and duties. It also ensures smooth logistical operations and the delivery of shipment within the expected timeframe. The Logistics Team at Würth Business Services determines the COO based on the existing data, such as material number, order number, shipping details and other information. Once we determine the correct COO, we update it in the ERP system.

Moreover, if the COO data is missing in the shipping details mentioned in the ERP system, we coordinate with suppliers to avail delivery notes and declare the correct COO. In this way, you can save time in updating the missing COO information if any. Also, as we carry out close coordination with the suppliers to get the required information, you can focus on core logistical operations.

BENEFITS OF PARTNERING WITH WBS

- ✔ Seamless logistical operations
- ✔ Focus on core operations
- ✔ Thorough checking and validation
- ✔ Flexible process execution as per individual setup



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Leverage our expertise and experience in different logistical operations and improve the speed of operations. Kindly get in touch with our representative.

PURCHASING



EXPEDITING

Once a Purchase Order (PO) is sent to the Würth-approved suppliers, the order cannot be considered confirmed until the confirmation is received from them. In some cases, the confirmation from the suppliers' side is delayed and you cannot give assurance to your customers that their orders will be received within the expected delivery date. In these cases, the Purchasing Team at Würth Business Services takes the follow-ups regarding the pending confirmation of orders from the suppliers. We also take updates regarding the

Estimated Time of Arrival (ETA) and store the data in the ERP system. On the basis of the frequency or the timeframe set by you, we send reminders to the suppliers through emails. Based on the response of suppliers, we enter the data or take more follow-ups in case of non-response. This way, you can focus on core operations while we communicate and solve any discrepancies occurring to avail confirmation of orders.

ORDER CONFIRMATION

As mentioned in the previous process, receiving the Order Confirmation from suppliers is important. With confirmation, you can assure your customers that they will receive their orders within the expected delivery date. Once we receive the confirmation of orders from suppliers, the Purchasing Team at Würth Business Services enters the data from Order Confirmation in the ERP system. Once we validate the parameters such as articles, price, delivery date, quantity and others, we update the information in the ERP system. If

there are any discrepancies, we contact the suppliers to resolve them. Once the Order Confirmation documents are revised and corrected, the new data is updated and saved. This way, you can directly avail timely information of Order Confirmation. You can also avoid delays in procurement as we carry out thorough checking & verification of data. As we handle the non-core tasks such as entering data and coordinating with suppliers, you can focus on core Purchasing operations.

BENEFITS OF PARTNERING WITH WBS

- ✓ Seamless procurement operations
- ✓ Timely confirmations to facilitate order fulfilment
- ✓ Save time in taking follow-ups
- ✓ Flexible process execution as per individual setup



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Leverage our expertise and experience in executing different Purchasing-related processes and focus on core operations. Kindly get in touch with our representative.

EXTRA MILE: EXCEPTIONAL ORDER MANAGEMENT BY SALES OPERATIONS TEAM



Going an extra mile is becoming our identity as our team members show unwavering commitment and dedication to serve customers from years. From the past months, we have been showcasing our extraordinary efforts toward customers in every edition. In this edition, our Sales Operations Team showed exceptional quality, accuracy and efficiency in process execution for one of our esteemed customers. The France Sales Support Team, a part of our Sales Operations Team, performed beyond expectations and went an extra mile in completing a huge workload of orders in a short timeframe.

One of our esteemed customers, Würth Industrie France S.A.S., trusted the team with the task of managing a huge volume of sales orders within a few months. The task involved amending and booking sales orders promptly and accurately. The customer sent sales orders every day for a month. The volume kept on rising day by day. The team took the challenge, distributed & streamlined the workload on a daily basis, put herculean efforts in ensuring quality & accuracy and delivered the work beyond customer's expectations. Furthermore, the team achieved the accuracy of 99.99%, ensuring that the customer's orders were managed with the highest level of precision.

To say in terms of numbers, the team collectively processed more than 9,000 positions across nearly 2,300 orders, serving for more than 130 hours in a month.

Well, the team did not stop after a month; it continued to go an extra mile for the customer month after month. For reliability, quality and accuracy of work, we earned the customer's appreciation and trust along with the confidence in the capabilities of the team to deliver the work within the deadline. Our efforts came to more fruition when the customer decided to entrust us with more responsibilities.

Currently, the France Sales Support Team handles nearly 55% of the order management tasks for Würth Industrie France S.A.S. The team's dedication, quality of work and unwavering commitment over the months did not go unnoticed by Würth Business Services. The team received an award, "Team of the Month – April 2024." Würth Business Services remains committed to go an extra mile, ensure the highest levels of quality & accuracy in task execution and deliver work in the minimal turnaround time.

#WEMAKEITEASY



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Leverage our experience and resources in managing orders and helping your Sales Teams take data-driven decisions. Kindly get in touch with our representative.

INDUSTRY INSIGHTS

STRATEGIC VALUE OF GLOBAL CAPABILITY CENTERS IN BUSINESS TRANSFORMATION

Global Capability Center (GCC) is a company or firm established by a larger or parent organization to support itself in executing various tasks. As mentioned in the articles in the previous editions, more and more GCCs have been established every year and the number will continue to grow in the coming years. Among many roles of GCCs, one involves transforming the business practices through the addition of a strategic value. It is an undeniable fact that the role of GCCs has been changed from what it was at the time of their emergence. While they played the role of being support entities and cost-saving centers in the beginning, they are now becoming the strategic entities of the parent organizations. Let us explain how.

By understanding the objectives, goals and competitive landscape, GCCs can align their operations to achieve those objectives and dynamics. Furthermore, the skilled workforce can be acquired based on the needs of the parent organization. In countries such as India, the wage structure is competitive and the workforce is huge. This skilled workforce can be acquired and scaled up as per the dynamic requirements. Moreover, with the workforce acquisition, GCCs can also invest in training, reskilling and upskilling the workforce to meet the operational requirements in various companies or at the parent organization.

The cultural alignment and integration becomes easier with the establishment of GCCs in comparison to finding another company that aligns with the culture of the parent organization.

As organizations are establishing their own GCCs in different countries, the Würth Group has Würth Business Services (WBS), its own GCC in India. We are focused on supporting companies within the Würth Group with their non-core operations. We also add the strategic value to the companies within the Würth Group by supporting in daily operations, hiring and training the workforce to meet the specific requirements of each company and integrating the culture of the Würth Group seamlessly. As mentioned in the previous articles, we handle different non-core processes in Sales Operations, Purchasing, Logistics and other departments and also offer many more services besides these. We also adopt a flexible approach as per individual requirements and go an extra mile to execute processes. To know more about us and our extensive support portfolio, kindly visit our website or send your inquiries through mail.

✉ contact-wbs@wuerth-industrie.com

#WEMAKEITEASY

MEME CORNER

**Customers after
saving costs with**

 **WÜRTH | BUSINESS SERVICES**



**Customers on holidays when
 WÜRTH | BUSINESS SERVICES
handles their non-core tasks**



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