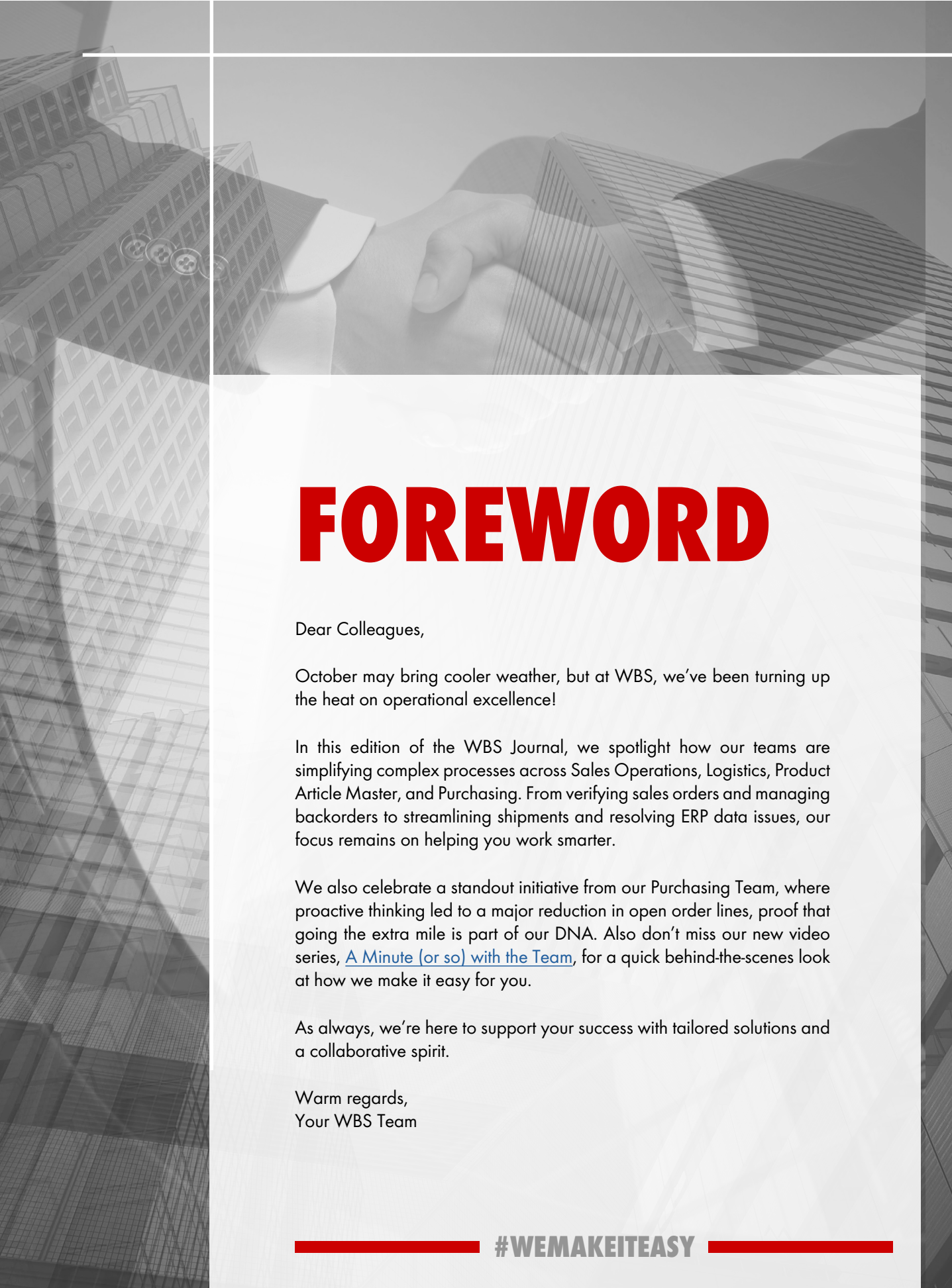




WÜRTH BUSINESS SERVICES

JOURNAL

ISSUE 10/2025



FOREWORD

Dear Colleagues,

October may bring cooler weather, but at WBS, we've been turning up the heat on operational excellence!

In this edition of the WBS Journal, we spotlight how our teams are simplifying complex processes across Sales Operations, Logistics, Product Article Master, and Purchasing. From verifying sales orders and managing backorders to streamlining shipments and resolving ERP data issues, our focus remains on helping you work smarter.

We also celebrate a standout initiative from our Purchasing Team, where proactive thinking led to a major reduction in open order lines, proof that going the extra mile is part of our DNA. Also don't miss our new video series, [A Minute \(or so\) with the Team](#), for a quick behind-the-scenes look at how we make it easy for you.

As always, we're here to support your success with tailored solutions and a collaborative spirit.

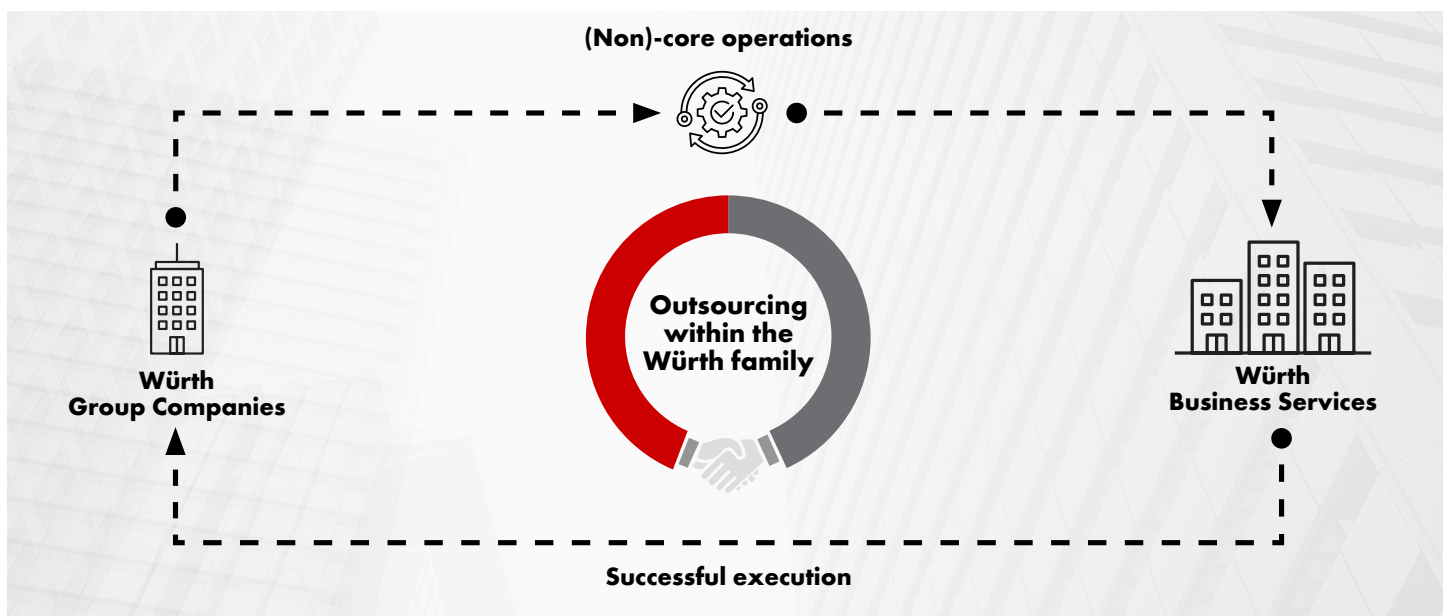
Warm regards,
Your WBS Team

ABOUT WÜRTH BUSINESS SERVICES

WBS IS THE DOOR TO OPEN

Würth Business Services (WBS) is a shared service provider within the Würth 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.



Accountability

Ownership of our support and execution.



Reliability

Streamlined and consistent support to rely on.



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:

Akshay Mastakar (Sales Manager)

✉ akshay.mastakar@wurthindustry.in

SALES OPERATIONS



SALES ORDER BOOKING

Verifying sales order details and ensuring accurate information is recorded in the Enterprise Resource Planning (ERP) system can significantly enhance operational efficiency. This, in turn, facilitates quicker order confirmations and smoother processing. The Sales Operations Team at Würth Business Services verifies the details in sales orders and the ERP system. When we receive a sales order, we verify the order details, including the order number, customer's name,

shipping address, requested quantity, price, expected delivery date, and other relevant information. Furthermore, we verify the article details, including article number, description, available quantity, price, and other relevant information. We verify that the details in the sales order and the details in the ERP match. Upon successful checking, we book the sales order, attach the sales order documents, and generate a sales order number in the ERP system.

BACKORDER

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. The Sales Operations Team at Würth Business Services helps you provide the updated status of the Backorder. Once we receive the order details of your customers, we check the stock availability in

the ERP system. Based on availability, our team enters the number of the 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 at the frequency set by you.

BENEFITS OF PARTNERING WITH WBS

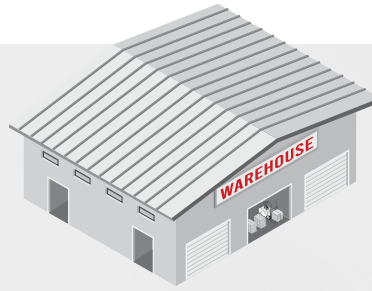
- ✓ Access the accurate information in a single place
- ✓ Provide the order confirmation as early as possible
- ✓ Plan strategies for order fulfilment
- ✓ Flexible process execution as per individual setup



Niklas Kolb
Head of Operations
Würth Business Services
niklas.kolb@wuerth-industry.vn

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

LOGISTICS



SHIPMENT CREATION

Creating shipments by entering data in the Transport Management Information System (TMIS) portal helps you access entire data under a single platform. The Logistics Team at Würth Business Services assists you in creating shipments by entering the shipment details in the TMIS portal. These details include pickup and delivery address, number of pallets, order number,

weight, and others. Along with these details, our team attaches the related documents to the portal. Following the data entry and document upload, the team generates the shipment number and shares it with you. The process aims to provide hassle-free pickup and delivery of shipments for transporters with accurate information and shipment numbers.

DOCUMENT REVIEW/ADJUSTMENT

Hiding or deleting supplier information from the initial sample report document helps maintain confidentiality. The Logistics Team at Würth Business Services assists in deleting the supplier information from the initial sample report documents. Based on the initial sample notification numbers sent by you, we refer to the Enterprise Resource Planning (ERP)

system, download those documents, and either hide or delete the supplier information such as name, address, contact details, logos, initials, and others. These revised documents are uploaded to the ERP system. After receiving confirmation that the revised documents have been uploaded, you can review the data in the initial sample reports.

BENEFITS OF PARTNERING WITH WBS

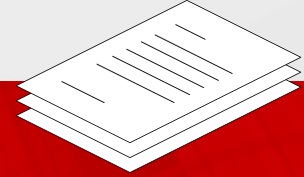
- ✓ Save time in entering the shipment data in the TMIS portal
- ✓ Maintain confidentiality of supplier information
- ✓ Focus on core logistical operations
- ✓ Flexible process execution as per individual setup



Akshay Raikwar
Associate Manager – Logistics
Würth Business Services
akshay.raikwar@wurthindustry.in

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

PRODUCT ARTICLE MASTER



DISTRIBUTION CHANNEL RELEASE

Maintaining updated data and a clear communication with colleagues is essential to achieving seamless coordination, minimizing errors, and enhancing overall workflow efficiency. The Product Article Master Team at Würth Business Services executes the process of verifying the email details, identifying the error message, and resolving issues in the Enterprise Resource Planning (ERP) system. Once we receive the email regarding errors, we verify the error message and its type. Then we send a request regarding the missing article number,

the error message, and the article information from you. We proceed to the next step only if the customer's email ID is shown in the error screenshot for Sales Branch Authorization. Once we proceed after confirmation of customer's email ID, we resolve the errors in the authorized data. Then we enter the article numbers, activate the layout, and save the details in the ERP system. Once the process is completed, we will inform you of the completion.

BATCH MANAGEMENT PLANT

Ensuring accuracy in orders and data in the ERP system helps control the inventory in a better manner. The Product Article Master Team at Würth Business Services verifies the email details and resolves the errors occurring during booking the order in the ERP system. Once we receive an email regarding requirements, we enter the article number and the management

plant details in the ERP system. Then we determine the batch based on the article number and plant details. The next step is to thoroughly review and validate that all identified errors have been successfully resolved. Upon confirmation, we notify you that all issues have been successfully addressed and resolved.

BENEFITS OF PARTNERING WITH WBS

- ✓ Reduce errors and improve the overall processing speed
- ✓ Control the inventory in a better manner
- ✓ Save time in fixing errors and availing the updated data
- ✓ Flexible process execution as per individual setup



Prajakta Patil

Associate Manager – Product Article Master, Sales Support – Germany
Würth Business Services
prajakta.patil@wurthindustry.in

Leverage our experience and support in different processes related to the Product Article Master Department and maintain article data efficiently. Kindly get in touch with our representative.

EXTRA MILE: CONSIDERABLE REDUCTION IN OPEN ORDER LINES

At Würth Business Services (WBS), our commitment goes beyond simply serving customers. We strive to exceed expectations by adopting innovative approaches to every task. We also aim to go an extra mile. This mindset sets us apart and fosters a ripple effect of inspiration across teams. A recent example of this spirit was demonstrated by Mrunal Pophale, Junior Executive in the Purchasing Team. She took it upon herself to go the extra mile and execute the task assigned by the customer. Tasked with managing Order Confirmation and Expediting processes, she took the initiative to enhance efficiency and vendor communication.



"I believe that true customer-first approach is about going the extra mile to solve the challenges faced by customers. I always serve with commitment and attention to detail."

- Mrunal Pophale, Jr. Executive - Purchasing

Order Confirmation involves updating pricing and lead times in the ERP system, informing customer sales representatives, confirming orders, and sending updated Purchase Order (PO) to vendors. Expediting ensures timely delivery through proactive follow-ups. While email is a common tool, delayed responses can hinder planning and operations. Mrunal identified this challenge and sought alternative solutions. She began finding the reasons behind the lack of response from vendors.

At the time, there were nearly 350 open order lines. She discovered that some vendors were unresponsive via email, so she requested access to their portals and began expediting directly through their websites. This strategic shift significantly improved response times and reduced open order lines to around 120. Her efforts bridged the gap between buyer and vendor, enhancing planning and execution. Throughout the process, she was guided and supported by mentors, Sameer Korde and Dattaprasad Pandit.

Although this initiative began as a one-person effort, its success has led to the strategy being embraced across the entire Purchasing Team for various customers. In recognition of her efforts, WBS awarded her the "Employee of the Month - June 2025" award. We, at WBS, reaffirm our commitment to delivering beyond expectations by going the extra mile and strive to become a reliable partner for customers.

#WEMAKEITEASY



Varsha Verma
Senior Manager – Operations
Würth Business Services
varsha.verma@wurthindustry.in

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

LIGHTS, CAMERA, WBS! – A MINUTE (OR SO) WITH PURCHASING TEAM

Thank you so much again for the warm welcome to our official **YouTube channel!**

We continue to share insightful and engaging videos that highlight journeys of our dedicated employees, the services we offer, and how we make it easy for you.

Recently, we have started a new series of videos, A Minute (or so) with the Team. This series explains how our different departments function in a minute. The team members, who handle everyday operations, explain the overall functionality of the department in the time lesser than the time required to go and grab a coffee from your cafeteria.

In this video, our Purchasing Team explains the end-to-end purchasing operations and the reliable support provided by them to customers. Please go through the videos below and note that WBS is the door to open if you are looking for a trusted and reliable partner for (non)-core task execution.

Click on the thumbnail or scan the QR code to watch the full video.



**SCAN TO WATCH
FULL VIDEO**



**SCAN TO WATCH
FULL VIDEO**



Stay tuned for regular updates and enriching content.

Please remember to subscribe to our channel to stay informed about our latest videos and initiatives.



CONNECT WITH US

To know more about our service portfolio and avail our comprehensive support to optimize your business operations, kindly get in touch with us:



Akshay Mastakar

Sales Manager

✉ akshay.mastakar@wurthindustry.in

NUMERIC WBS

31,242

**THE NUMBER OF ORDERS PROCESSED
IN THE ERP SYSTEM BY**

**WBS LOGISTICS SUPPORT TEAM
DURING
JANUARY-JUNE 2025**

BY



**FOLLOWING A
STANDARD OPERATING
PROCEDURE (SOP)**



**ENSURING ACCURACY
AND UPDATING
DATA EFFICIENTLY**

**WANT TO PROCESS ORDERS & KEEP DATA UPDATED
WITHOUT INVESTING TIME & RESOURCES?**

**GET IN
TOUCH**



Akshay Mastakar

Sales Manager

✉ akshay.mastakar@wurthindustry.in

WBS SUPPORTFOLIO

OUR INDIVIDUALIZED SERVICE PORTFOLIO AT A GLANCE



FINANCE

With an extensive service portfolio under the Accounts Payable and Accounts Receivable departments, our competent and well-trained Finance Team helps accelerate accounting processes and enable efficient financial management for your business.



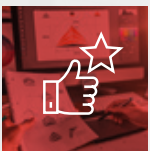
PURCHASING

Ranging from material requirement planning to pricing & sourcing, our Purchasing Team executes many (non)-core as well as major tasks to help you ensure a smooth procurement process while saving costs.



PRODUCT ARTICLE MASTER

With a comprehensive service portfolio, our Product Article Master Team aims to manage article data, maintain product hierarchies and ensure smooth data management while you focus on core operations.



QUALITY & DESIGNING

To ensure the highest quality standards and compliance with regulations, our Quality & Designing Team supports in maintaining error-free documentation, certifications and drawing specifications along with solving quality issues.



BUSINESS SUPPORT

Ranging from market research & support for human resource operations to SEO & translation services, our Business Support Team helps handle different (non)-core operations, connect with your target audience and provide leads to optimize the possibility of sales conversion.



SALES OPERATIONS

Aiming to help your sales teams reach their highest potential and accelerate operations, our Sales Operations Team handles (non)-core operations ranging from booking sales orders and creating daily reports to processing backorders and S&O customer management.



LOGISTICS

Catering to various logistical operational needs and ensuring smooth operations, our Logistics Team executes different (non)-core tasks ranging from transport damage management & documentation to determining country of origin and shipment tracking.



E-LEARNING AND GRAPHICS

Würth Business Services specializes in Digital Learning and Design, delivering innovative digital solutions such as E-Learning modules and Learning Videos to enhance engagement and knowledge retention.

WÜRTH COMIC



Scan to visit our website



Click below to visit
our website:
[WBS Website](#)

✉ contact-wbs@wuertth-industrie.com

Follow us on social media

