



WÜRTH BUSINESS SERVICES

JOURNAL

ISSUE 08 / 2025

FOREWORD

Dear Colleagues,

Welcome to the latest edition of the Würth Business Services (WBS) Journal!

Each month, we take pride in showcasing how WBS continues to simplify and strengthen operations across the Würth Group. This edition is no exception, featuring a dynamic mix of updates, insights, and information from our core service areas.

From Sales Operations, we highlight two key processes: Customer Price Conditions and Delivery Plan Evaluation. Both of these are essential for ensuring pricing transparency and optimizing delivery schedules.

In Logistics, we turn the spotlight on Invoice Verification and the Express List, which play a vital role in streamlining shipment accuracy and financial reconciliation.

Our Product Article Master (PAM) team shares exciting developments in Transcoding Competitor Articles and Master Data Maintenance, helping ensure product data remains competitive, clean, and actionable.

We're excited to introduce two new initiatives from WBS that further enhance how we connect and support our customers.

First, we are launching a webinar series designed to offer deeper insights into how WBS operates as a shared services provider. These sessions will dive into emerging best practices, innovative approaches to process improvement, and practical ways we simplify everyday tasks for our partners.

Second, we are proud to unveil the official WBS YouTube channel, a new platform to explore inspiring stories from our dedicated employees, gain a closer look at our comprehensive service offerings, and see firsthand how we make it easy for you.

Finally, we're proud to share data from our Sales Support Team, which continues to deliver high-volume assistance with impeccable accuracy. A true testament to our commitment to excellence.

We hope you find this edition informative and inspiring. As always, we look forward to your feedback and to continuing our strong collaboration.

Stay connected, explore our webinars, and subscribe to our [YouTube channel](#) to learn more about how WBS can support you!

Warm Regards,
Your WBS Team

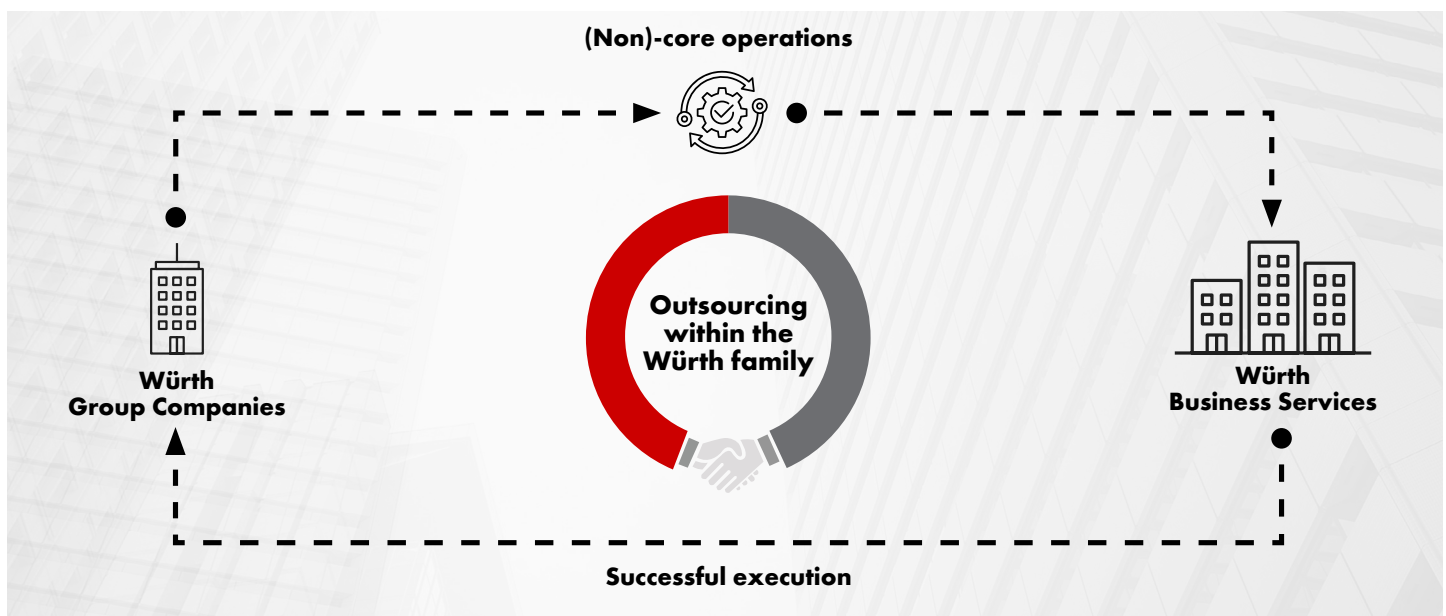
#WEMAKEITEASY

ABOUT WÜRTH BUSINESS SERVICES

WBS IS THE DOOR TO OPEN

Würth Business Services (WBS) is a shared service provider 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@wuerth-industrie.com

SALES OPERATIONS



CUSTOMER PRICE CONDITIONS

The information about price conditions can help your sales teams negotiate deals, ensure price consistency, and comply with contractual terms. The Sales Operations Team at Würth Business Services supports in maintaining the price conditions for articles through the Order Confirmation or the quotation number. Our team receives the Order Confirmation numbers for articles from you.

Based on these numbers, our team finds the Order Confirmation documents saved in the Enterprise Resource Planning (ERP) system. Then our team enters the price conditions mentioned in the documents for respective articles and saves them in the ERP system. Once they are entered, the relevant sales stakeholders of your organization are informed about them.

DELIVERY PLAN EVALUATION

Possessing consolidated data about delivery schedules can facilitate the management of warehouse spaces and other resources. The Sales Operations Team at Würth Business Services evaluates the delivery plans and provides a simplified and consolidated view for enhanced understanding. Our team calculates price, weight, and volume of upcoming deliveries regularly and shares the consolidated data with your IDMs. The

team refers to the delivery data stored in the Enterprise Resource Planning (ERP) system. The data is extracted from an Excel sheet and only the necessary columns such as price, part weight, order volume, order weight and calendar week & year are kept. Based on this data, a pivot table is created in another Excel sheet. Both of these sheets are shared with your IDMs as per the frequency decided by you.

BENEFITS OF PARTNERING WITH WBS

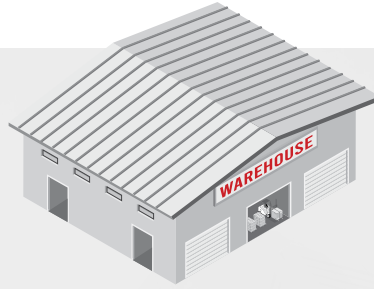
-  Access the pricing conditions data under a single platform
-  Save time in entering pricing data and analyzing delivery plans
-  Plan staff, warehouse space, and special shifts for receiving deliveries
-  Flexible process execution as per individual setup



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



INVOICE VERIFICATION

Verifying invoices and ensuring accuracy facilitate the auditing process. The Logistics Team at Würth Business Services supports in verifying the invoices received from you for the present month. Our team checks the invoice number, invoice date, article quantity, customer details, freight cost, and other details mentioned in the invoices with the shipment details mentioned in the

Kanban Management System (KMS). Our team then enters freight costs for the shipments in KMS. If the total amount mentioned in the invoices are close to the tentative amount mentioned in KMS, then the invoice is verified. If there are any discrepancies in the details or the total amount, we highlight the discrepancies and send them to you.

EXPRESS LIST

Storing the tracking reference numbers directly in the Enterprise Resource Planning (ERP) system enables seamless tracking and monitoring of express shipments. It also ensures efficient logistics management and improves visibility throughout the delivery process. The Logistics Team at Würth Business Services supports in entering the tracking reference numbers for express

shipments in the ERP system. Once our team receives an email containing the express shipment tracking details from you, the tracking numbers for express shipment order numbers are updated in the ERP system. The entire data can be accessed easily when it is stored under a single platform.

BENEFITS OF PARTNERING WITH WBS

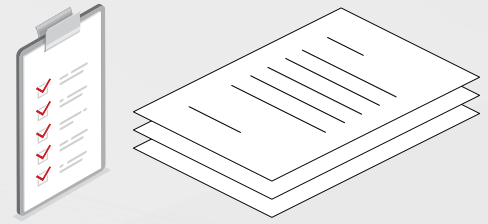
- ✓ Save time in entering the data in the ERP system accurately
- ✓ Ensure correct invoices are considered for auditing purposes
- ✓ Track the shipments easily with the reference number
- ✓ Flexible process execution as per individual setup



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



TRANSCODING COMPETITOR

Determining the Würth article number is essential to fulfil customer demands for specific articles. Based on the article descriptions, specifications, or attributes provided in the Request for Quotation (RFQ), the Product Article Master Team at Würth Business Services identifies the Würth articles from the Enterprise Resource Planning (ERP) system.

Furthermore, our team suggests an equivalent article if the standard articles in the ERP system do not exactly match the attributes mentioned in the RFQ. In the final step, our team sends the final Excel file, in which either the Würth article number(s) are mentioned or the alternative Würth article number(s) are provided with appropriate remarks.

MASTER DATA MAINTENANCE

The updated data in the ERP system helps track the current & past performance, make informed decisions, and carry out strategic planning. The Product Article Master Team at Würth Business Services manages, changes, reviews, edits, deletes, and maintains the article data in the ERP system. Based on your

requests, our team takes the necessary actions and maintains the updated data. Following a thorough review of valid proofs, the team makes changes in the data stored in the ERP system and informs you about those changes. Our team also creates accounts for a specific customer in the ERP system.

BENEFITS OF PARTNERING WITH WBS

- ✓ Facilitate finding the Würth articles based on the customer's specifications
- ✓ Save time in maintaining the updated data in the ERP system
- ✓ Hassle-free access to the updated data under a single platform
- ✓ 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.

IDEAS, INNOVATION, AND INDUSTRY PROFESSIONALS: WEBINARS COMING SOON

Würth Business Services (WBS) is pleased to announce a new series of webinars developed to provide detailed insights on how WBS can support you as a shared services provider. These webinar sessions will feature in-depth discussions on how WBS can make it easy for customers by supporting them with different tasks, discussing emerging best practices, and adopting innovative approaches to process improvement.

Each webinar session will be led by seasoned industry professionals who bring a wealth of experience and practical knowledge to the table along with delivering meaningful and actionable content.

Whether you are navigating key challenges, exploring process improvements, or simply aiming to stay informed, these webinars offer a unique platform to engage with thought leaders and peers alike. Don't miss the chance to gain firsthand perspectives.



THE WBS WEBINAR SERIES

COMING SOON

Stay tuned to receive updates on upcoming sessions, speaker announcements, and registration details.

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
Würth Business Services
akshay.mastakar@wurthindustry.in

LIGHTS, CAMERA, WBS! – DIVE DEEP INTO HOW WE MAKE IT EASY

Würth Business Services (WBS) launched its official **YouTube channel**! This channel features insightful videos about the journeys of our dedicated employees, the comprehensive services we offer, and how we make it easy for you. Continuing our “How We Make It Easy” series, we demonstrate the breakdown of how WBS executes various processes under different departments and the benefits you will get once you transfer the processes to us.

Our newest video of the “How We Make It Easy” series shows how the WBS Finance Department executes the “Invoice Posting” process. The team posts the verified invoices in the Enterprise Resource Planning (ERP) system by comparing the details in vendor invoices with the details in the goods receipt. Click on the thumbnail or scan the QR code to watch the full video.

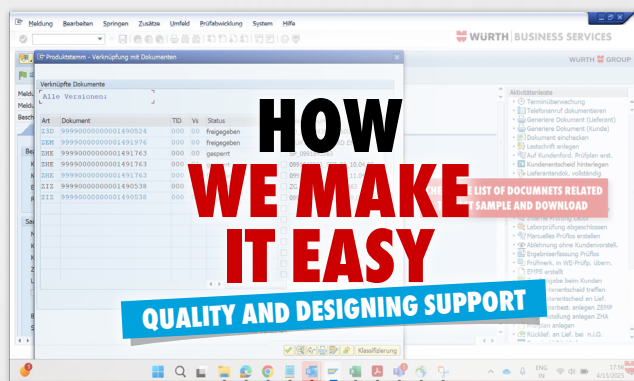


SCAN TO WATCH FULL VIDEO



SCAN ME!

Furthermore, you can view how the WBS Quality & Designing Department executes the “Stamping of Drawings and Inspection Plan Creation” process by correctly stamping the drawings of articles, marking the dimensions to be checked, and creating plans for the physical inspection. Click on the thumbnail or scan the QR code to watch the full video.



SCAN TO WATCH FULL VIDEO



SCAN ME!

Stay tuned for regular updates and enriching content.

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



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Sales Manager

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NUMERIC WBS

MORE THAN 2,300 ORDERS BOOKED

**IN ONLY A MONTH FOR A CUSTOMER BY
WBS SALES OPERATIONS
SUPPORT TEAM**

DEMONSTRATING



**EFFICIENCY AND
ACCURACY OF
99.99%**



**ABILITY TO GO
THE EXTRA MILE
WHEN NEEDED**

**WANT TO KNOW HOW WE CAN
SUPPORT YOUR SALES TEAMS?**

**GET IN
TOUCH**



Akshay Mastakar

Sales Manager

✉ akshay.mastakar@wuerth-industrie.com

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.



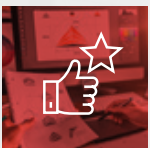
PURCHASING

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



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our website:
WBS Website

✉ contact-wbs@wuerth-industrie.com

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