



WÜRTH BUSINESS SERVICES

JOURNAL

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FOREWORD

Dear Colleagues,

Welcome to the latest edition of our newsletter! This time, we're putting the spotlight on a selection of services from different departments, showcasing how we support smooth and efficient operations. From the **Logistics** Team, we're featuring **Shipment Creation** to ensure seamless deliveries and **Declaration of Origin (COO)** processing to manage trade compliance. In **Sales Operations**, we focus on **Freight Charges**, helping to optimize cost transparency, and **Shipping Documents**, ensuring accurate and timely order processing. And from the **Product Article Master Team**, we highlight **Decoding/Transcoding** for accurate product data and **Document Management** to streamline product information handling. These are just a few of the many ways we support our teams every day. We invite you to explore this edition and learn more about how our services can help simplify your operations!

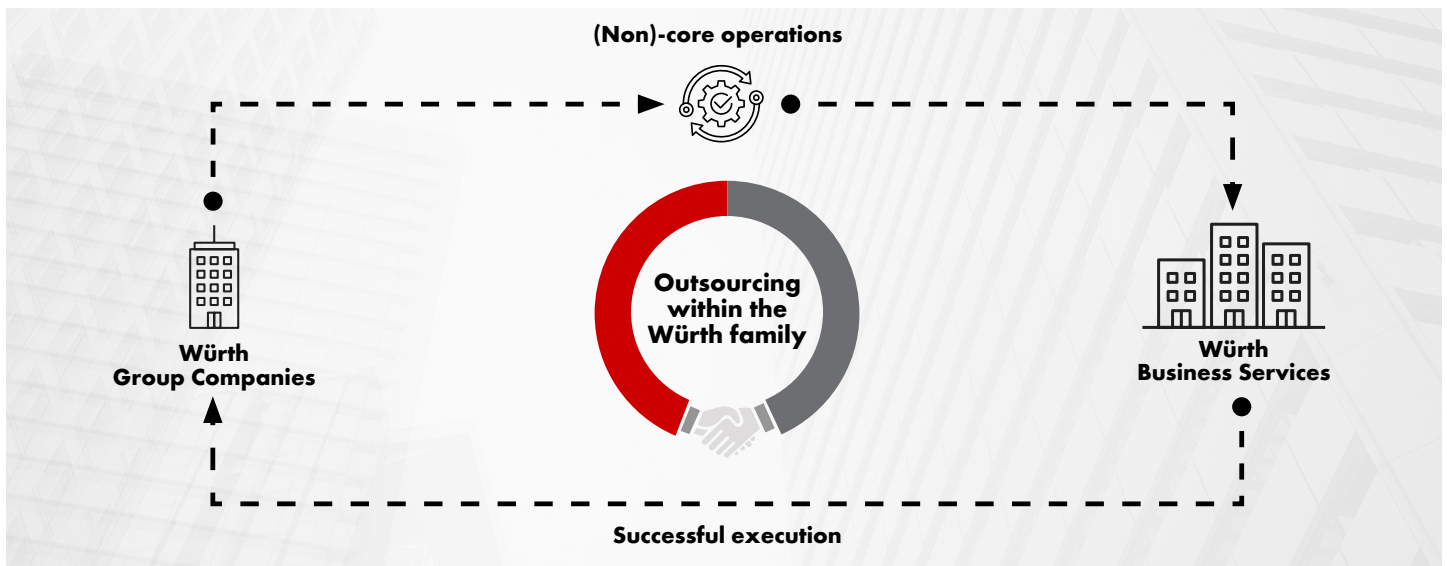
Warm Regards,
Your WBS Team

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:

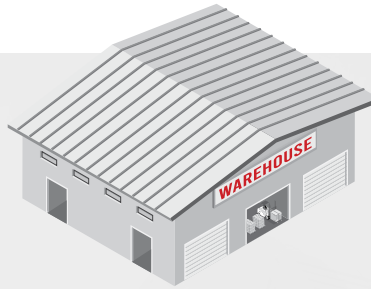
Franziska Romer (Head - Sales, Admin & External Communications)

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Akshay Mastakar (Sales Manager)

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LOGISTICS



DECLARATION OF ORIGIN

Knowing the Country of Origin (COO) is essential to pay the appropriate export taxes and duties. It also ensures smooth logistical operations and the shipment delivery 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 and the Excel sheet sent by you.

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 closely coordinate with the suppliers to get the required information, you can focus on core logistical operations.

SHIPMENT CREATION

Creating shipments by entering the data in the Transport Management Information System (TMIS) portal helps you save time by availing the entire data under a single platform. The Logistics Team at Würth Business Services creates 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 TMIS 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.

BENEFITS OF PARTNERING WITH WBS

-  Save time in updating the missing COO information
-  Avail the entire data under a single platform
-  Focus on core logistical operations
-  Flexible process execution as per individual setup



Akshay Raikwar

Associate Manager – Logistics
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Leverage our expertise and experience in different Logistics operations and improve the speed of operations. Kindly get in touch with our representative.

SALES OPERATIONS



FREIGHT CHARGES

Knowing the Freight Charges for different methods of delivery helps in figuring out the most suitable method and saving costs. As your IDMs are involved in core sales activities, the Sales Operations Team at Würth Business Services can help them choose the best delivery method based on the cost. Our team extracts the list of orders from the Kanban Management System (KMS) and Enterprise Resource Planning

(ERP) system. For each order, our team calculates the Freight Charges based on delivery methods such as Normal, Express and Kanban. Then the team enters the calculated Freight Charges for each method in an Excel sheet. This Excel sheet is shared with the respective IDMs. Our assistance saves the time required for calculating the Freight Charges for different methods of delivery.

SHIPPING DOCUMENTS

Shipping Documents provide detailed information about articles, weight, charges and others related to shipped articles. Finding these documents in the Enterprise Resource Planning (ERP) system and downloading them becomes a time-consuming task. The Sales Operations Team at Würth Business Services downloads the shipping documents from the ERP system and sends them to you. Once our team receives

the invoice number and delivery note number from you, these details are inserted into the ERP system. As the documents are found in the ERP system, the team downloads and shares them with you over an email. This way, you can avail all the details about the received articles while saving time in searching and downloading these documents.

BENEFITS OF PARTNERING WITH WBS

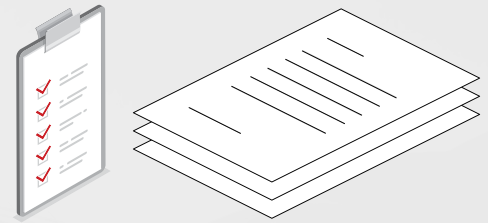
- ✓ Choose the appropriate delivery methods based on costs
- ✓ Utilize updated documents for auditing purposes
- ✓ Assistance to IDMs in accelerating sales operations
- ✓ Flexible process execution as per individual setup



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Manager – Sales Operations
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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.

PRODUCT ARTICLE MASTER



TRANSCODING/DECODING

Determining the Würth article number based on the attributes is essential to avoid the creation of duplicate articles. This also makes it easy to find a Würth article for customers. Based on the article descriptions, specifications or attributes provided by you in the Request for Quotation (RFQ), we identify the Würth articles from the Enterprise Resource Planning (ERP)

system. Furthermore, we check if similar articles already exist in the ERP system if standard articles do not exactly match the attributes mentioned in RFQs. In the final step, we prepare a report, in which, we either mention the Würth article number(s) or highlight alternative Würth article number(s) based on the RFQs and article attributes received.

DOCUMENT MANAGEMENT

Maintaining correct and updated documents facilitates in providing accurate article identification and a smooth ordering process. While you are focused on core operations, the Product Article Master Team at Würth Business Services assists you in maintaining the correct and updated documents in the Enterprise Resource Planning (ERP) system. We upload the supporting documents, such as drawings, specification sheets, technical data sheets, and others, in the ERP system as per your requirements. Once we receive the documents through email from you,

we identify the document type. In the ERP system, we check the previously uploaded document and note down the revision level. Then we upload the received documents by either replacing the old ones or adding the new ones as per your instructions. Furthermore, if there are any discrepancies in the documents, we coordinate with you to correct them and upload the corrected documents. This way, you can access the correct documents whenever required and send the documents to suppliers for ordering.

BENEFITS OF PARTNERING WITH WBS

- ✓ Avail a holistic view of the articles under a single platform
- ✓ Make it easy for your customer to place orders
- ✓ Save time in reviewing and updating documents
- ✓ Flexible process execution as per individual setup



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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: EXCEPTIONAL EFFORTS FOR MTR REVIEW BY WBS PURCHASING TEAM



Going the extra mile is a mindset about exceeding expectations, delivering remarkable results and going above and beyond to serve customers. Demonstrating this mindset through action, the WBS Purchasing Team served the customer by going the extra mile through a collaborative, collective and exceptional effort. One of our esteemed customers, Würth Industry USA, approached the team with the task of Material Test Report (MTR) Review. The task involved reviewing the MTRs containing article drawings and specifications based on the customer's requirements and applicable standards.

As WBS provides customized services catering to each customer's unique requirements, our team needed to understand the customer requirements thoroughly. Well, it was not only about understanding the requirements but also about handling a huge amount of cases—the backlog cases along with the inflow cases. The backlog cases refer to MTRs generated in the past and still pending for review. While, the inflow cases refer to MTRs that will be generated every day from the day the task was transferred. The customer needed the support on both cases simultaneously.

When the time for process implementation arrived, the team left no stone unturned in reviewing the backlog & inflow cases efficiently and handling the huge

workload effectively. The team adopted a strategic approach by dedicating specific hours to execute backlog as well as inflow cases. Moreover, our team ensured the minimum execution time for every case and maintained compliance standards. A total of six team members worked on the process and successfully coordinated with suppliers whenever required to avail the necessary information. Furthermore, the team recorded the information in the Enterprise Resource Planning (ERP) system. The productivity in this task and the efficient handling of huge number of cases were evident through numbers.

Our team executed more than 26,400 inflow cases from July 2024 to the present. For backlog cases, we executed nearly 81,800 cases piled up from 2022 to July 2024.

Commenting on the team's performance, Samantha Wentzel, the Manager of Purchasing – Import at Würth Industry USA, highlighted, "The team has been great and really has made a significant impact on MTRs and how quickly & easily sales is able to assist our customers. Everyone has proven that they are trusted and very capable. I look forward to continuing to work on this project with everyone."

While committing to excellence and extraordinary outcomes, our teams aim to cultivate trust and make a meaningful impact. The team's efforts came to fruition, with the customer trusting us with the process on a permanent basis. This presents WBS as a great opportunity to serve and add value in every possible way to the customer's business. We continue to go above and beyond to serve the customer whenever required and form a successful & lasting relationship.

#WEMAKEITEASY



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

CUSTOMER FEEDBACK

Dear WBS Colleagues,

I think that you guys do a tremendous job, and that we have a great partnership of communication and success. You guys handle a lot of things for us, and any time we need something corrected you guys are very receptive to that and make the adjustments as necessary. I look forward to many more projects in the future and enjoy working with you guys!



Michael Bragg
Measurement Systems Manager
Würth Revcar Fasteners, Inc.



Dear WBS Colleagues,

We at Dokka Fasteners are very satisfied with the work the Quality & Designing Team at WBS is doing for us. Some points I would like to emphasize:

- Positive response to all tasks coming your way
- Good quality of drawings
- Clear and concise communication
- Urgent assignments handled promptly and as promised
- Proactive approach, early information on leave periods, with good back-up solutions

Thank you so much for your work.



Frode Vestrum
Product Manager
Dokka Fasteners AS



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.



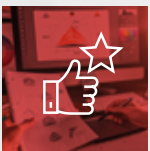
PURCHASING

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

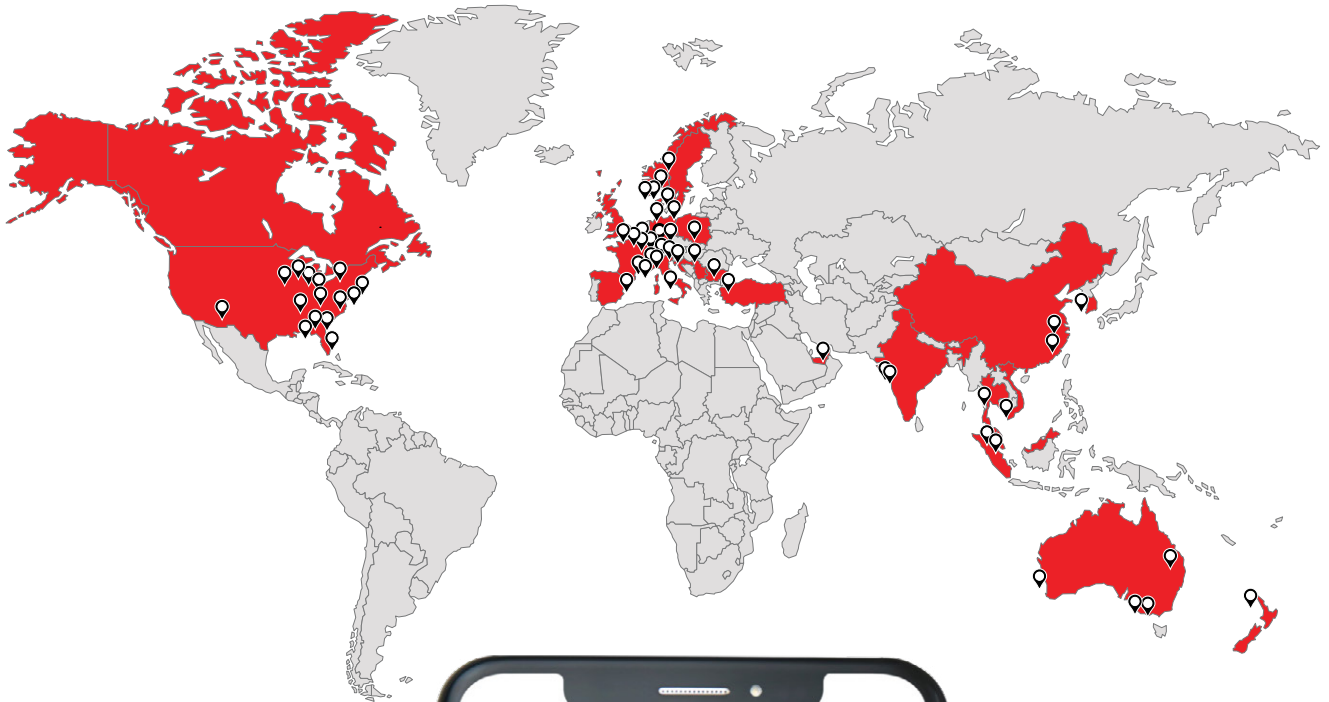
Catering to various logistical operational needs and ensuring smooth operations, our Logistics Team executes different non-core tasks ranging from transport damage management & documentation to determining country of origin and shipment tracking.



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.

OUR WORLDWIDE CUSTOMERS



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