



WÜRTH BUSINESS SERVICES

JOURNAL

ISSUE 03 / 2025



FOREWORD

Dear Colleagues,

Reliable support makes all the difference in keeping daily operations running smoothly. By working together, we make sure that key processes are handled with care, so teams can focus on what really matters. Würth Business Services is here to lighten the load, providing efficient and dependable support across multiple departments.

In this edition, we're putting the spotlight on a few important processes that help keep things moving:

Finance: Ensuring smooth transactions with Send/Upload Invoices and handling corrections through Credit Note Creation.

Purchasing: Keeping procurement on track with Sourcing and maintaining accurate supplier records with Offer Maintenance.

Quality & Design: Strengthening supplier quality management with Supplier Complaint Handling and ensuring compliance with FC Notifications.

This is just a small part of what we do every day to support our partners. We also believe that the best ideas come from open conversations, so let's keep the dialogue going! We're always happy to connect, exchange ideas, and explore new ways to improve and collaborate. Let's meet and make things happen together!

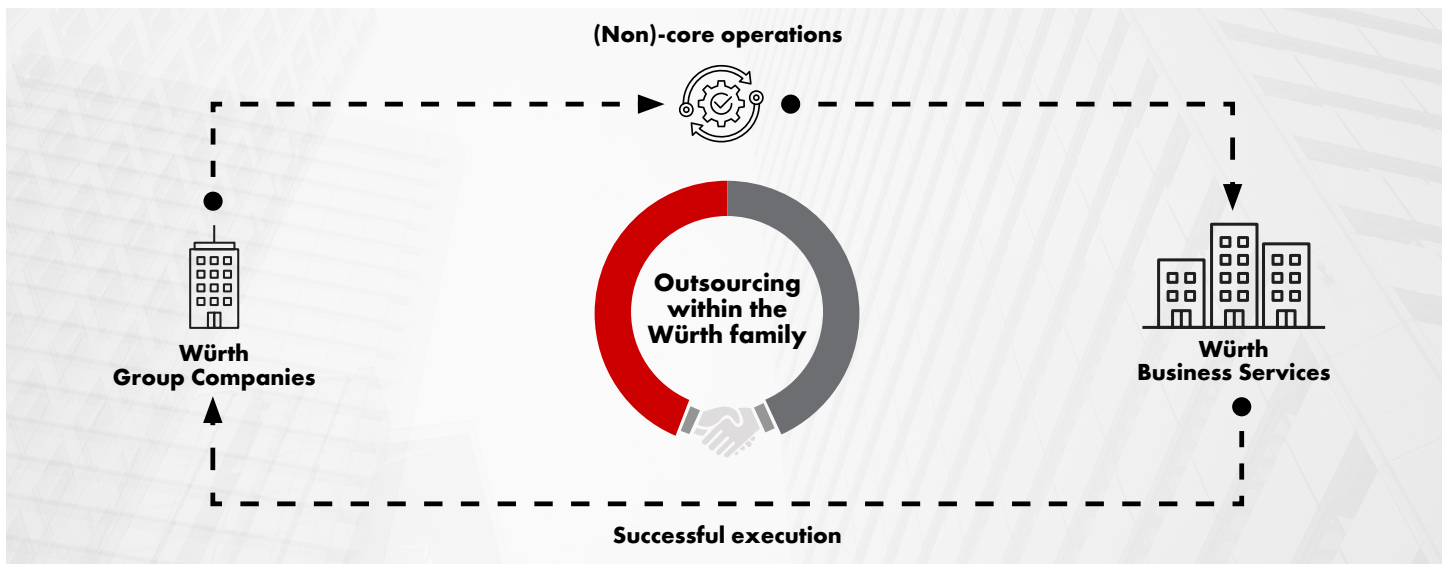
Warm Regards,
Your WBS Team

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:

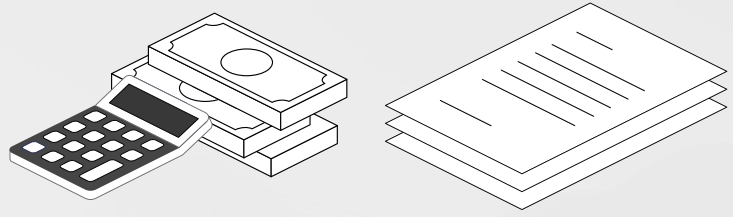
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FINANCE



SEND/UPLOAD INVOICES

Sending invoices for due payments to customers acts as a reminder, helps collect payments on time and improves cash-flow management. The Finance Team at Würth Business Services supports you in uploading the invoices for due payments from the Enterprise Resource Planning (ERP) system to your authorized portal. These invoices contain details, such as invoice number, quantity, delivery date, purchase

order number and others. Once uploaded on your authorized portal, you can view them whenever required for auditing purposes. To support you further, the WBS Team also sends copies of these invoice to your customers through emails. This way, you can collect overdue payments on a regular basis with reminder emails.

CREDIT NOTE CREATION

Generating credit notes is essential to establish professional means to communicate with customers for due payments. The Finance Team at Würth Business Services assists you in creating credit notes based on data and template received from you. The WBS Team receives the Excel sheet containing the credit data from you through emails.

Then the team enters the details from the Excel sheet in the templates, creates credit notes and shares them with you. The skilled, trained and competent team of WBS keeps an attention to detail and creates accurate credit notes, saving your time for core tasks.

BENEFITS OF PARTNERING WITH WBS

- ✓ Accelerate operations of the Accounts Receivable Department
- ✓ Focus on core financial operations only
- ✓ Improve cash-flow management
- ✓ Flexible process execution as per individual setup



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For availing support for different Accounts Payable and Accounts Receivable processes, kindly get in touch with our representative.

PURCHASING



SOURCING

Availing the required quantity of articles within the stipulated timeline and at competitive prices requires effective coordination with suppliers and clever negotiation strategies. The Purchasing Team at Würth Business Services can support you in coordinating & negotiating with suppliers and sourcing the articles within the timeline. The WBS Team receives article requirements from your company's Internal Sales Department in the Enterprise Resource Planning (ERP) system. The requirements include the quantity,

specifications and deadline for the required articles. Following a thorough assessment of your requirements, the WBS Team sends the Request for Quotation (RFQ) to the list of Würth Industry approved suppliers. Then the offers sent by suppliers based on RFQs are assessed and negotiations are carried out with them if required. Upon negotiating and achieving competitive prices, the WBS Team sends the best offers to you. This way, the support saves you time in analyzing the offers and deciding the most suitable supplier.

OFFER MAINTENANCE

Validating and maintaining the offer data received from suppliers eliminates any deviations and helps maintain uniformity throughout the procurement process. Once offers are received from suppliers for requested articles, the Purchasing Team at Würth Business Services validates the data mentioned in

the offers. The WBS team ensures that the supplier correctly sends the offers for requested articles. In case of deviations, suppliers are contacted to provide the correct offer. Once the corrected offers are received, the WBS team enters them into the Enterprise Resource Planning (ERP) system.

BENEFITS OF PARTNERING WITH WBS

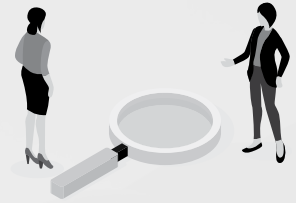
- ✓ Avail required articles at competitive pricing and at the lowest lead time
- ✓ Save time in coordinating and negotiating with suppliers
- ✓ Maintain data consistency throughout the procurement process
- ✓ Flexible process execution as per individual setup



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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.

QUALITY & DESIGNING



SUPPLIER COMPLAINT

Resolving complaints related to defects in incoming articles or documentation is essential to receive defect-free articles and ensure smooth procurement. The Quality & Designing Team at Würth Business Services creates, handles and closes complaints related to incoming articles by coordinating with suppliers and inspecting 8D reports. Once the list of defects from the Quality Inspection Team of suppliers is received, the WBS Team checks the article number and supplier information in the Enterprise Resource Planning (ERP) system. If there is no existing complaint for the article, the team creates it and addresses by coordinating with the supplier's quality team. Furthermore, the WBS

Team assists in analyzing the deviations in the quantity and defects in the 8D report. If there are defects in articles, the WBS Team determines if they need to be replaced or scrapped. If there are no defects in the articles and only errors in the report are found, the team downloads the report, sends a clarification email to the Quality Inspection Team of the supplier with the report attached and requests the corrected 8D report. Once the corrected 8D report is received from the supplier, the WBS Team sends it to your quality team for approval. Upon receiving your approval, the 8D report is saved in the ERP system and the complaint is closed.

FC NOTIFICATIONS

Solving issues related to the quantity of articles is important to receive the required order in time, release the appropriate payment and maintain the optimal stock levels. If there are issues related to quantity in an order, the Quality & Designing Team at Würth Business Services creates FC Notifications in the Enterprise Resource Planning (ERP) system. The WBS Team receives the list of article numbers for which the

FC notification, a code for quality complaints, needs to be created. Then the team creates notifications for quantity complaints, sends them to the Logistics Department of your organization for clarification and forwards the response to you. If there are any issues, the WBS Team coordinates with the Logistics Department, solves them and closes the notification in the ERP system.

BENEFITS OF PARTNERING WITH WBS

- ✔ Save time in coordinating with suppliers to eliminate quality issues
- ✔ Resolve issues related to quantity in the early stages of procurement
- ✔ Avoid inefficiencies in the supply chain and avail defect-free articles
- ✔ Flexible process execution as per individual setup



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For availing support for different Quality & Designing-related processes, kindly get in touch with our representative.

EXTRA MILE: EXECUTING LARGE NUMBER OF COO CASES BY WBS LOGISTICS TEAM



Values drive an organization. Practicing these values within the organization fosters trust and encourages collaboration. Würth Business Services (WBS) believes in practicing its values every step of the way. Among different values that form the strongest pillars for WBS, going the extra mile for customers whenever required is one of them. The WBS Logistics Team went the extra mile by demonstrating a flexible approach to fulfill the urgent requests of a customer.

The customer transferred the task of updating Country of Origin (COO) for a huge number of articles. The customer needed to have an accurate and updated list of COO for a list of articles in the shortest turnaround time. The request involved two specific tasks. The first

task was searching for the COO and updating it in the Excel sheet. The second task involved rechecking and updating the correct COO from the articles mentioned in the list.

Demonstrating the flexible approach, the WBS Logistics Team began the execution of articles falling under the first task. The team checked the Long Term Supplier Declaration documents from the Enterprise Resource Planning (ERP) system to determine the correct COO and mentioned it in the sheet.

The WBS Logistics Team executed more than 1,600 cases within the deadline while maintaining accuracy.

The WBS Logistics Team began executing the second task by checking the declaration documents in the ERP system and verifying if the correct COO for articles was mentioned. If not, the team updated the correct COO in the Excel sheet. The total number of cases executed within the deadline was more than 1,300.

This way, the WBS Logistics Team accommodated the urgent request sent by the customer promptly and flexibly. The execution in the shortest turnaround time helped the customer calculate the import taxes and transportation charges correctly. The timely execution, maintenance of accuracy and dedication to serve the customer always defined WBS as a trusted partner for (non)-core tasks. WBS reiterates its commitment to going the extra mile and looks forward toward forming a lasting & successful partnership.

#WEMAKEITEASY



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

CUSTOMER FEEDBACK



Debra Wolfe

Vice President of Finance
Würth Industry USA



Dear WBS Colleagues,

It has been a pleasure to work with the WBS team as you have taken on some of our finance work streams and transactions. These include invoice processing and reporting. The team is positive and always eager to meet our expectations and deadlines, and quickly make process changes whenever needed. Our efficiencies continue to increase with more accurate and timely data. We rarely miss a discount now, resulting in over \$500k in savings yearly. The team also helps us push out transactions that need resolution and clear reporting of issues.

We look forward to continuing our partnership in the coming year and achieving even greater milestones together.

NUMERIC WBS

285,682

**INVOICES POSTED IN THE ERP SYSTEM BY
WBS FINANCE SUPPORT TEAM IN 2024.**

HIGHLIGHTING



**UNWAVERING
COMMITMENT
TO CUSTOMERS**



**MAINTENANCE
OF THE HIGHEST
ACCURACY**

**WANT TO KNOW HOW WE CAN HELP
ACCELERATE FINANCIAL OPERATIONS** FOR YOU?

GET IN TOUCH: contact-wbs@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.



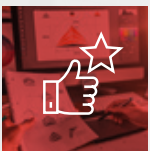
PURCHASING

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.

MEME CORNER

**WORRIED
ABOUT THE
QUALITY OF
WORK SINCE IT'S
OUTSOURCED?**

VS

**WBS MAINTAINING
HIGH-QUALITY
STANDARDS WITH
ISO 9001:2025
CERTIFICATION**



**#MYTH
OUTSOURCING
INCREASES
THE RISK OF
POOR PRODUCT
AND SERVICE
QUALITY**

**#TRUTH
INDUSTRY
EXPERTS HANDLE
YOUR BUSINESS
OPERATIONS,
ENSURING HIGH
QUALITY**



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