



WIKAI e-business solutions

By your side,  
around the clock



Smart in sensing



For years, WIKA has been very successful in using the latest technologies to meet the diverse requirements of the market in the area of e-business. Depending on how, electronically, you would like to optimise your business relationship with us, we can offer you the following solutions:



# On-line ordering options from WIKA

## with the Customer Portal & the online shop

With our user-friendly online solutions, you are connected worldwide with the WIKA product portfolio.

Both platforms offer you – in the relevant national languages available – functions such as:

- Real-time information on prices and delivery times
- 24/7 availability
- Product configurators
- All standard products directly available
- Fast product selection
- Order history
- Delivery times and price information
- 100 % original – directly from the manufacturer
- Shop safely – state-of-the-art encryption techniques

Ordered online and delivered directly from the manufacturer in the expected WIKA quality.



➔ Customer-specific and standard products for larger requirements

# WIKA Customer Portal

The online platform for WIKA's existing customers that provides the most up-to-date article information directly. Based on your terms and requirements, you can access your prices and other relevant product and order information around the clock. Alongside the standard products, more complex products from our portfolio are available.

## Order function

Order function, order history and shipment tracking online.



## Configuration

Configure standard and complex products.



## Favourites lists

Create your own favourites lists.



## Catalogue export (optional)

Export product data easily as OCI, XML, etc.



## Delivery times and prices

Access real-time information on your price conditions and current delivery times.



## Enquiry and offer overview

Maintain an overview of all enquiries, quotations and orders.

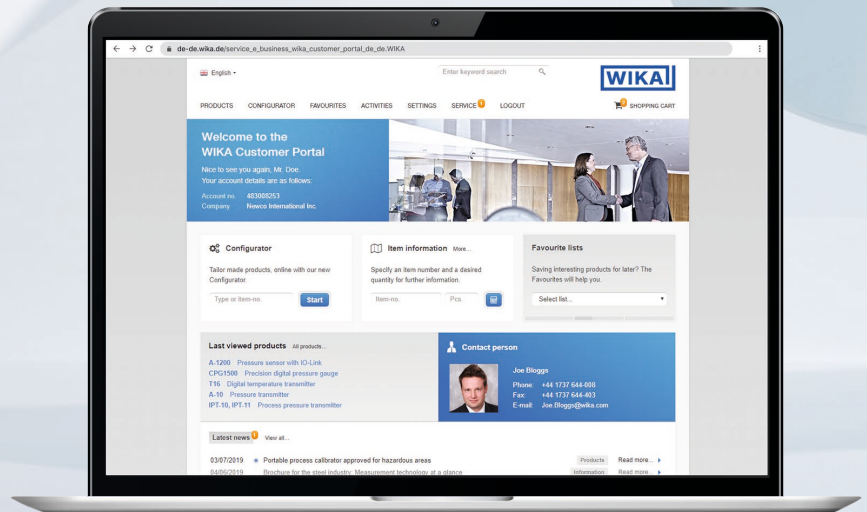


## PDF download

Download invoices, delivery notes, order confirmations and offers as PDFs.



**One portal for everything: The WIKA Customer Portal is intuitive to operate and thus the most convenient, fastest and most secure route to your WIKA products.**



➔ **Quickly available standard solutions, also in very small quantities**

# WIKA online shop

Use our online shop to order your desired product quickly and easily under standard conditions, even if you are not yet a WIKA customer. The majority of products in the WIKA online shop can be delivered directly from stock.

**Shopping in the WIKA online shop offers you the following advantages:**

- Free shipping – for orders of 100 € or more
- Easy payment – all common means of payment
- Order history – for registered customers of the online shop
- Fast delivery – 1,000,000 instruments on stock & optional express shipment
- Guest ordering possible

**Select, order, receive – of course, made by WIKA.**



**Free shipping**

For orders of 100 € or more



**Easy payment**

All usual payment methods



**100 % original**

Directly from the manufacturer



**Fast delivery**

1,000,000 stock instruments



**Secure purchasing**

SSL/TLS encryption

# Direct connection

## Solutions from ERP system to ERP system

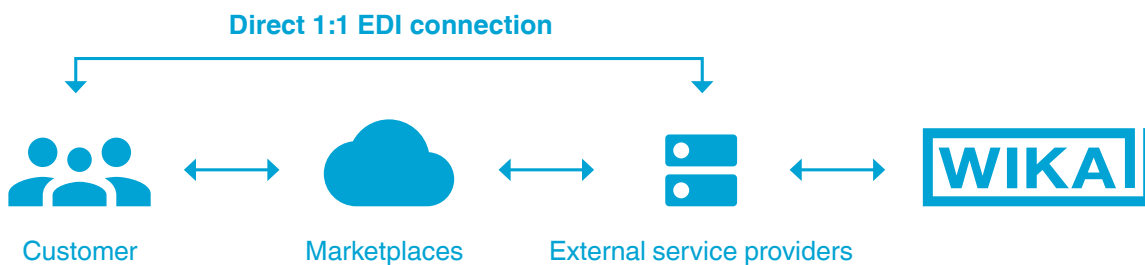
With an increasing degree of automation, corresponding demands are also placed on the technology for the exchange of documents and information between the individual ERP systems. We are happy to support you with the following solution approaches, which can also be used in combination as required:

### ✔ Direct exchange of business documents via EDI (Electronic Data Interchange):

EDI enables the fully automated, secure transfer of electronic business documents between companies and offers the leanest interface for common business processes to exchange documents and information.

and an indirect connection via a customer marketplace are possible. We will be happy to investigate with you which option represents the greatest possible benefit for our joint day-to-day business.

Both a direct connection, from ERP system to ERP system,



### ✔ Electronic catalogues

Depending on whether you want to generally expand your master data with WIKA product data and/or use it to create the basis for future EDI ordering options – the catalogue data we provide offers you comprehensive optimisation options here. Based on your requirements, we can offer you standardised formats, e.g.

- Catalogue uploads on specific marketplaces where WIKA is registered
- OCI interface from our WIKA Customer Portal
- Customised catalogues, if possible (e.g. Excel, ...)

Depending on your wishes, we transfer product data such as price, delivery times, texts, product images, data sheets and much more – in static or dynamic form.

### ✔ VMI (Vendor Managed Inventory)

Nowadays it is no longer enough simply to optimise the internal flow of goods and value-added processes. This is why WIKA focuses on improving the flow of information from the customers of our customers to the suppliers of our suppliers.

**Through cooperation with our external service provider, we offer you numerous standardised formats such as EDIFACT, ANSI, idoc as well as other formats, such as sending your orders via a standardised CSV or html file.**

We offer the following documents for exchange: Orders, order confirmations, invoices, delivery notes and delivery schedule releases.

Depending on your requirements, we can also support you with a VMI (Vendor Managed Inventory) solution for manufacturer-controlled inventory management.



**The use of EDI offers you, among others, the following advantages:**

- Reduction of data-entry errors
- Reduction in lead times
- Increase in process safety and transparency
- Reduction of process and transaction costs

**Cooperation with WIKA offers you the following advantages:**

- Transparency of processes along the logistics chain
- Reduction of inventory / safety stocks
- Avoidance of shortages
- High availability
- Early detection of delivery bottlenecks
- Minimisation of delivery fluctuations

# Efficient cooperation

with the right solution for each requirement.

We are happy to help you find the best e-business strategy for our joint business processes. Please speak to us.

