

PERFECTION IN AUTOMATION  
A MEMBER OF THE ABB GROUP



# B&R Material Return Portal

# B&R Material Return Portal

---

The B&R Material Return Portal is an application that allows B&R customers to record, process and track reclamation and repair cases via the B&R homepage.

And all this can be accomplished with minimum effort.



# Contents

---

- Overview of the workflow
- Value for B&R customers
- Requirements, user roles and Login
- Structure of the B&R Material Return Portal
  - Order overview
  - Search
  - Elements of a material return order
- How to use the B&R Material Return Portal
  - New order
  - Change order
  - Release order (Order summary)
  - Print delivery note
  - Accept cost estimate
  - Complete order
  - Cancel order
  - Technical Support
- Log off

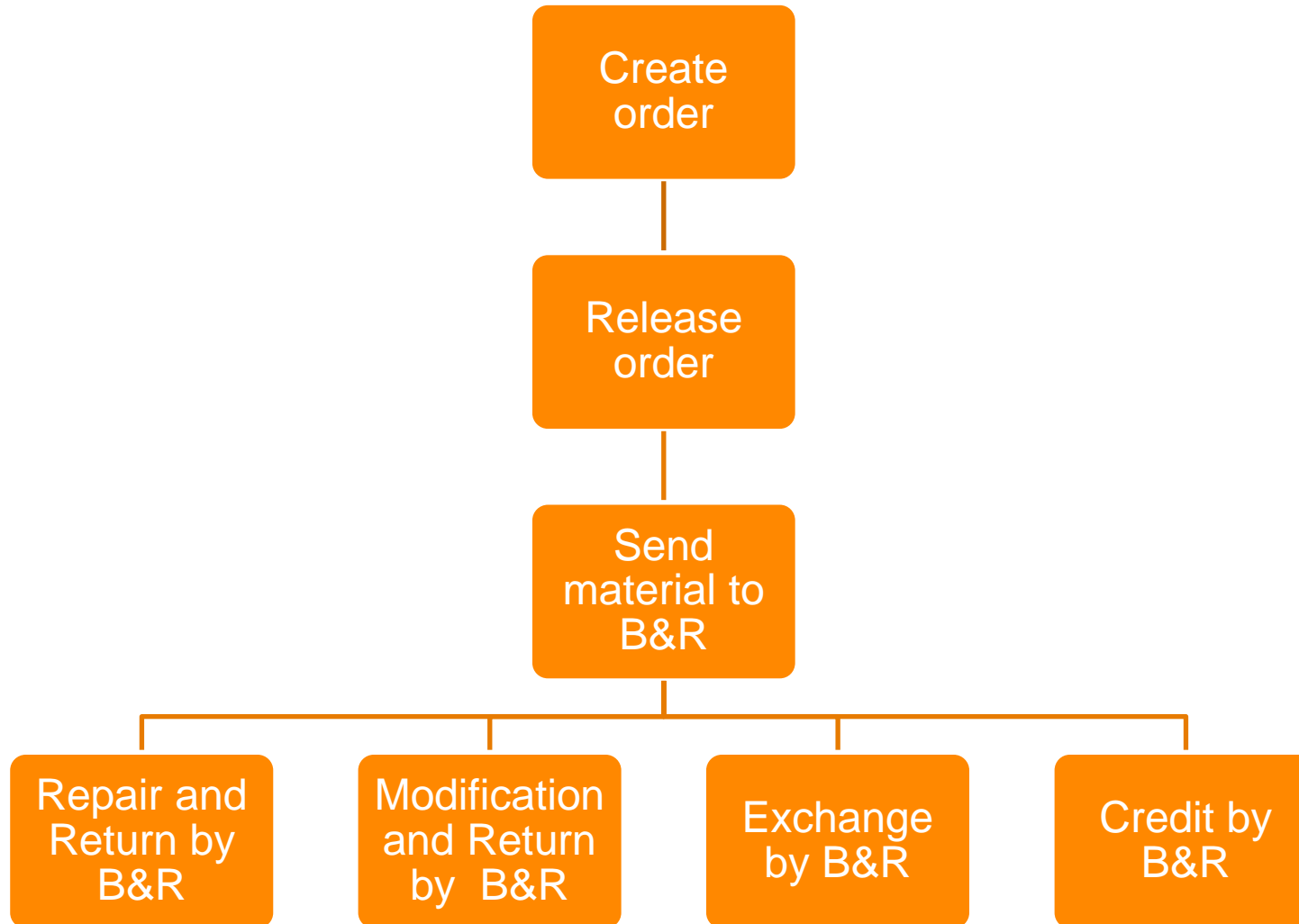


# Overview of the workflow



# Overview of the workflow

---





# Value for B&R customers

- Complete and real-time **transparency** throughout all steps of the repair process
- **One interface** for the entire reclamation workflow
- **Shorter information paths** and continuous information flow
- Faster error localization with **online documentation**
- **Time-saving** for the customer's own reclamation handling: A printed material return order from portal serves as delivery note
- Use of paper printouts **only when really needed**



# Requirements, user roles and Login



# Requirements

---



- Google Chrome 23 or higher
- Safari 6 or higher
- Internet Explorer 9 or higher
- Mozilla Firefox 17 or higher
- Opera 15 or higher
- Android 2.3 or higher
- iOS 5 or higher
- Windows Phone 8 or higher

# User management

Service

MyPortal

Modify User Data

Manage Users

Change Password

Notifications

Support Portal

Material Return Portal **NEW**

Product Configurator

Software registration

Technology Guarding Portal

Support request

Personal Uploads

Remote Access

Online meeting

Suppliers

## Manage Users

ADD USER

Username First Name Last Name

Username	First Name	Last Name	Web Access	Administrator
C225844	Silvia	Balbach	✗	✗
C276806	DEMO REP	Bernecker&Rainer GmbH	✓	✓
C007941	Johann	Bohn	✗	✗
C237601	Josef	Brunnbauer	✓	✗
C328443	Ondrej	Cevan	✓	✗
C205268	Anqeliki	Chrysochou	✓	✓
C161940	Matthias	Cordes	✓	✓
C328304	Richard	Csarmann	✗	✗

- Activation of first administrator by B&R
- Activation of as many users as needed by administrator

To use the B&R Material Return Portal, it is necessary to enter a user role in the user management

Various user roles:

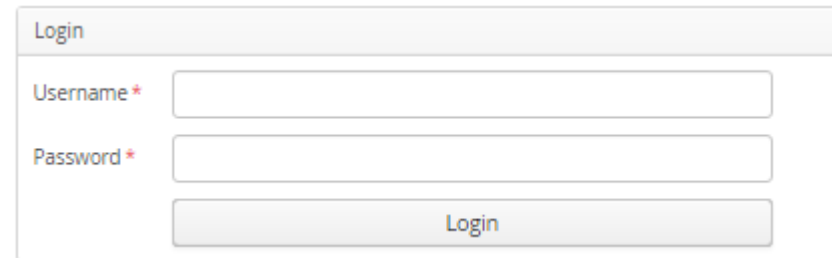
- **Service engineer**
  - Recording and displaying
- **Material return order processor**
  - Like the service engineer, plus:
    - Order cancellation
    - Order placement
    - Cost estimate acceptance/rejection
    - Close of repair case
- **Service manager**
  - Like the material return order processor
  - Reserved for future functions (e.g. QM statistics)

# Login

The B&R Material Return Portal can be opened via the B&R website [www.br-automation.com](http://www.br-automation.com)

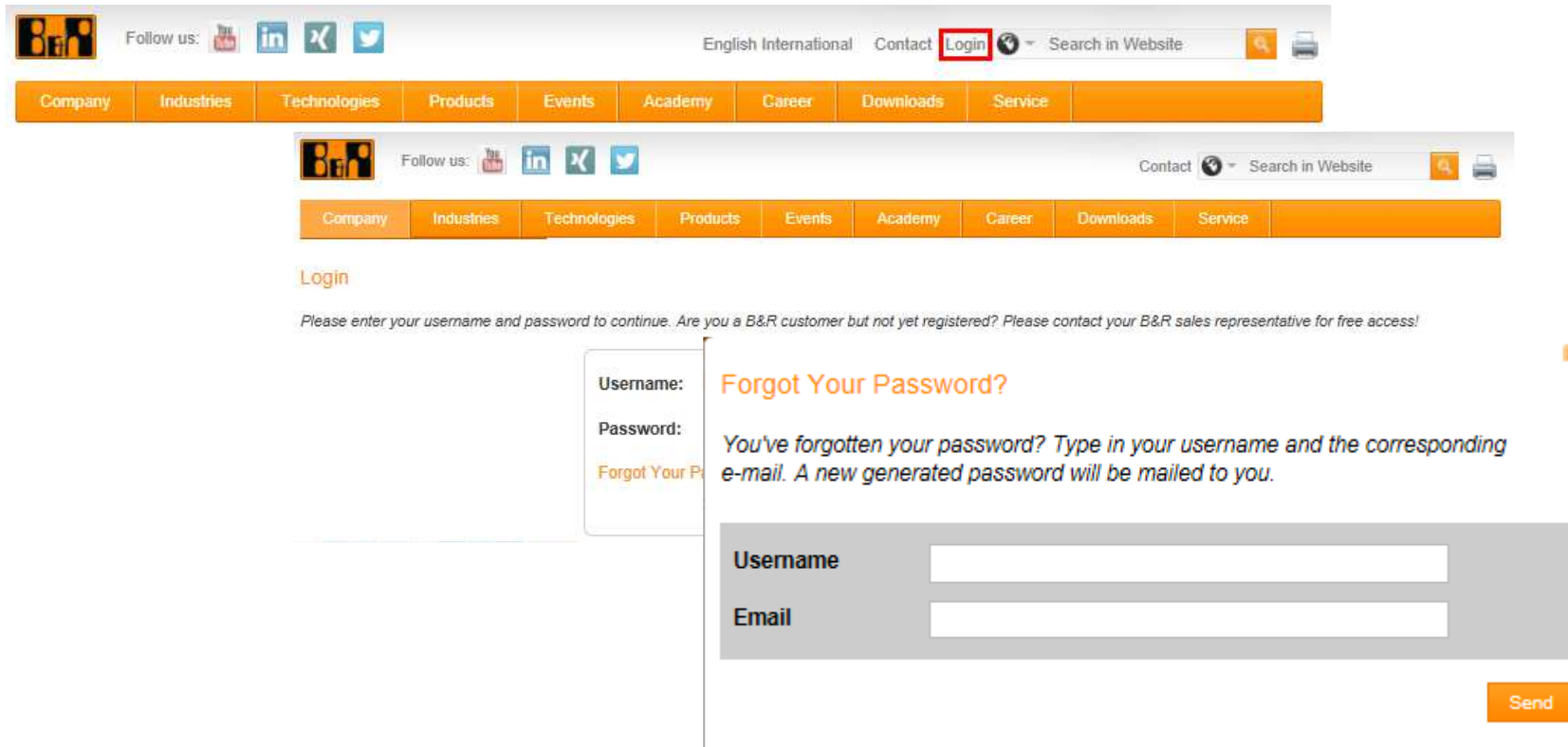






Enter user name and password to log in






A screenshot of the B&R login form. It features a title bar labeled "Login", a "Username \*" field, a "Password \*" field, and a "Login" button.





# Forgot password






Follow us:    

English International Contact **Login**  Search in Website  

Company Industries Technologies Products Events Academy Career Downloads Service

Follow us:    

Contact  Search in Website  

Company Industries Technologies Products Events Academy Career Downloads Service

Login

Please enter your username and password to continue. Are you a B&R customer but not yet registered? Please contact your B&R sales representative for free access!

Username: **Forgot Your Password?**

Password: *You've forgotten your password? Type in your username and the corresponding e-mail. A new generated password will be mailed to you.*

Forgot Your Password

Username

Email

Send

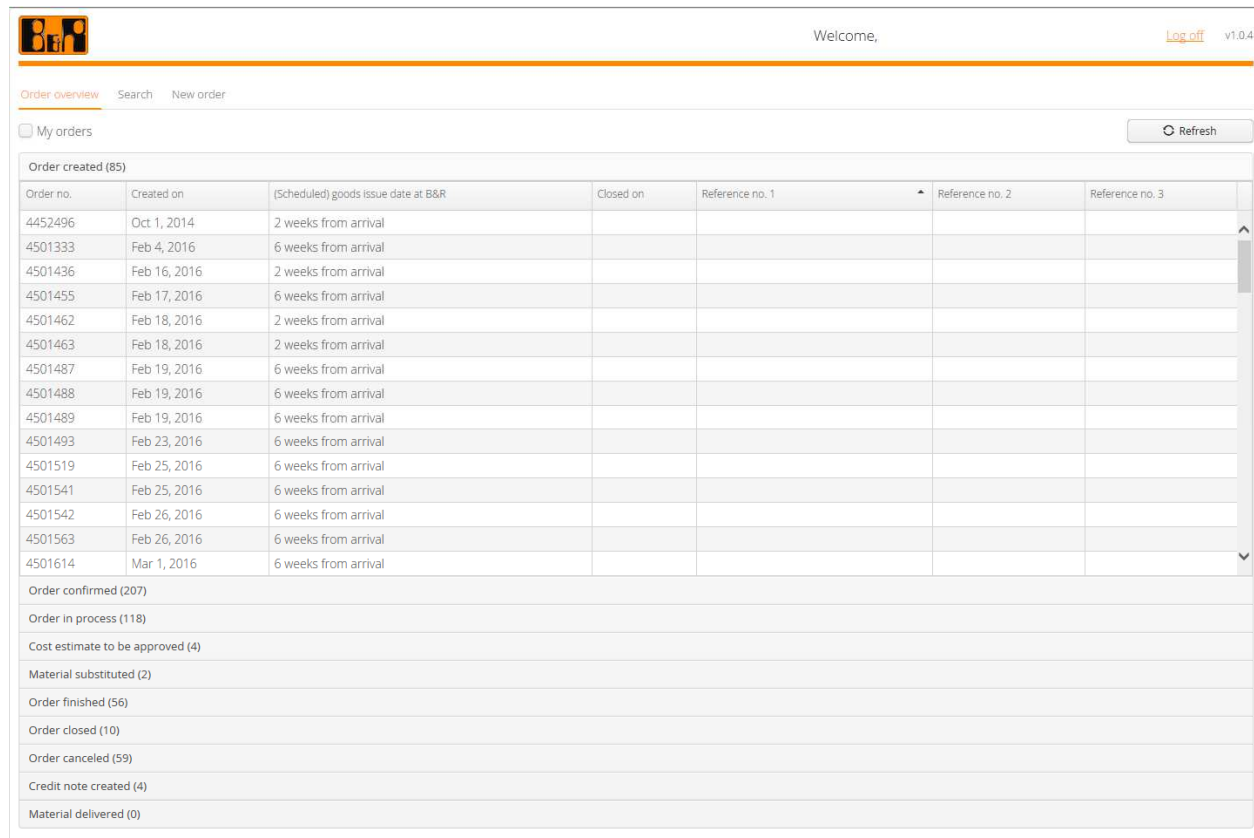
A new password can be requested on the B&R Homepage  
[www.br-automation.com](http://www.br-automation.com)



# Structure of the B&R Material Return Portal

# Structure of the B&R Material Return Portal

- Order Overview
- Search
- New Order



Welcome, [Log off](#) v1.0.4

[Order overview](#) [Search](#) [New order](#)

My orders [Refresh](#)

Order no.	Created on	(Scheduled) goods issue date at B&R	Closed on	Reference no. 1	Reference no. 2	Reference no. 3
4452496	Oct 1, 2014	2 weeks from arrival				
4501333	Feb 4, 2016	6 weeks from arrival				
4501436	Feb 16, 2016	2 weeks from arrival				
4501455	Feb 17, 2016	6 weeks from arrival				
4501462	Feb 18, 2016	2 weeks from arrival				
4501463	Feb 18, 2016	2 weeks from arrival				
4501487	Feb 19, 2016	6 weeks from arrival				
4501488	Feb 19, 2016	6 weeks from arrival				
4501489	Feb 19, 2016	6 weeks from arrival				
4501493	Feb 23, 2016	6 weeks from arrival				
4501519	Feb 25, 2016	6 weeks from arrival				
4501541	Feb 25, 2016	6 weeks from arrival				
4501542	Feb 26, 2016	6 weeks from arrival				
4501563	Feb 26, 2016	6 weeks from arrival				
4501614	Mar 1, 2016	6 weeks from arrival				

Order created (85)

Order confirmed (207)

Order in process (118)

Cost estimate to be approved (4)

Material substituted (2)

Order finished (56)

Order closed (10)

Order canceled (59)

Credit note created (4)

Material delivered (0)



## Order Overview

### Structure of the B&R Material Return Portal



# Order Overview

---



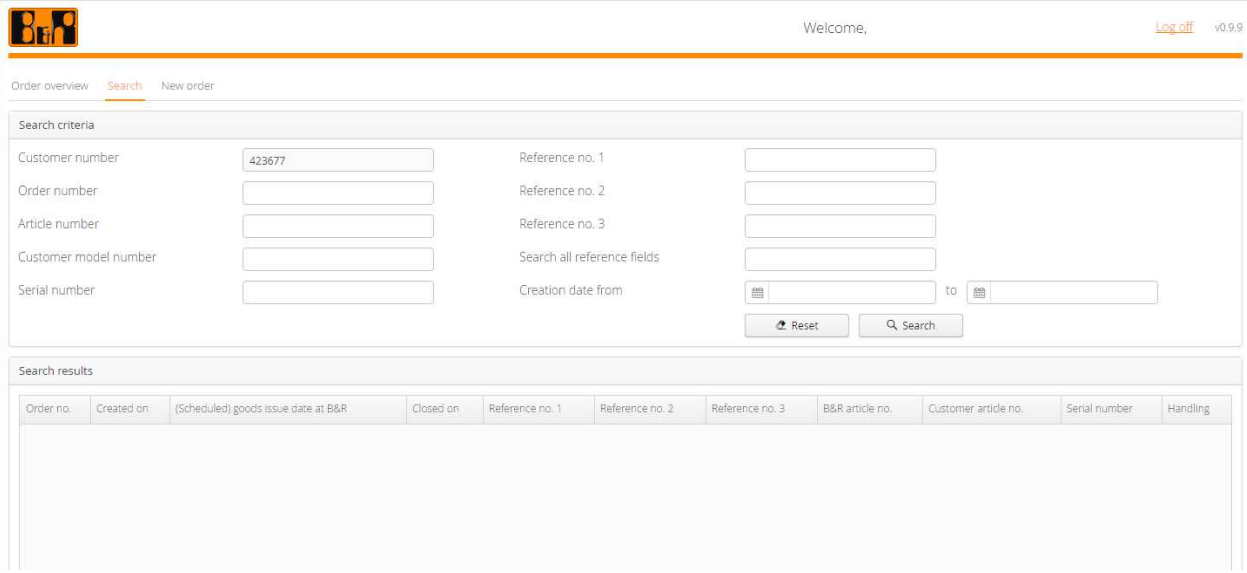
- Order Overview is divided according to status in order to track order progress
- “My orders” → only orders created by the user are shown
- Click once to display order
- Change the sort order by clicking on a column header
- Refresh the Order Overview
- Display all material return orders
- Closed and canceled orders will only be shown for 6 months after being closed or canceled



# Search

## Structure of the B&R Material Return Portal

# Search



Order overview **Search** New order

Search criteria

Customer number	<input type="text" value="423677"/>	Reference no. 1	<input type="text"/>
Order number	<input type="text"/>	Reference no. 2	<input type="text"/>
Article number	<input type="text"/>	Reference no. 3	<input type="text"/>
Customer model number	<input type="text"/>	Search all reference fields	<input type="text"/>
Serial number	<input type="text"/>	Creation date from	<input type="text"/>

Search results

Order no.	Created on	(Scheduled) goods issue date at B&R	Closed on	Reference no. 1	Reference no. 2	Reference no. 3	B&R article no.	Customer article no.	Serial number	Handling
-----------	------------	-------------------------------------	-----------	-----------------	-----------------	-----------------	-----------------	----------------------	---------------	----------

- Search according to various criteria
- Start the search by clicking on the “Search” button
- Click once to display details for a order



## Elements of a material return order

### Structure of the B&R Material Return Portal

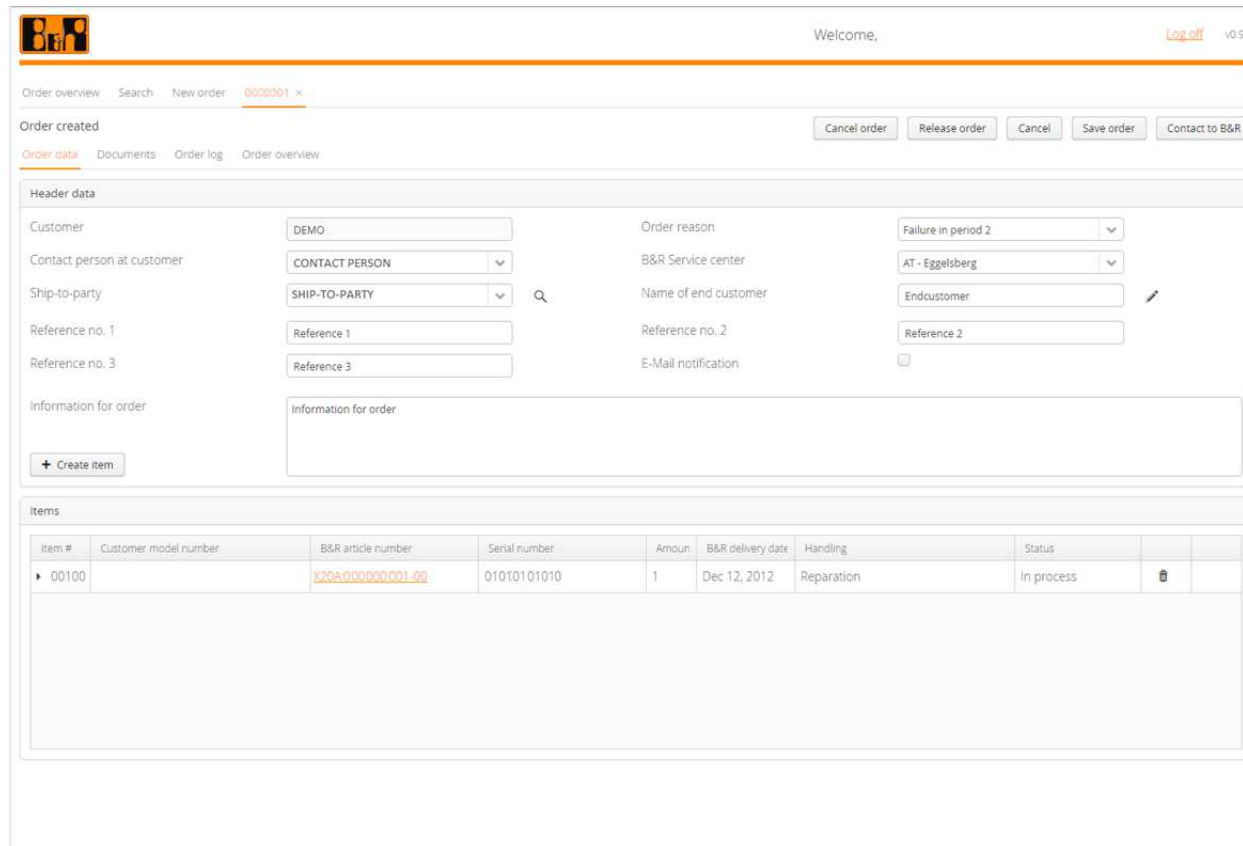
# Elements of a material return order

- Order Status (e.g. Order in process)
- Order functions (e.g. Release Order)
- Order data
  - Header data
  - Item data
- Order documents
- Order log



# Order data

## Header data



The screenshot shows the B&R order management interface. At the top, there is a navigation bar with the B&R logo, a welcome message, and a 'Log off' link. Below this, there are tabs for 'Order overview', 'Search', and 'New order' with the order number '0020301'. A row of buttons includes 'Cancel order', 'Release order', 'Cancel', 'Save order', and 'Contact to B&R'. The main section is titled 'Order created' and contains a sub-section for 'Header data'. This section includes several input fields and dropdown menus for customer information, order reason, service center, and references. Below the header data is a 'Create item' button and a table of items.

Item #	Customer model number	B&R article number	Serial number	Amount	B&R delivery date	Handling	Status	
00100		X20A00000000100	01010101010	1	Dec 12, 2012	Reparation	In process	

The header data contains data valid for the entire order



# Order data

---

## Header data – Part 1

- Contact person at customer: responsible for the repair case
- Ship-to-party: After successfully repairing the article it is sent to the address
- Order reason:
  - Transport damage: the article was damaged during transport
  - Warranty claim during installation: the module stopped working during installation
  - Warranty claim item operating in field: Module failed during active operation
  - Repair of item operating in the field: Module failed during active operation
  - Unknown: Any other reason for the claim/repair



# Order data

---

## Header data – Part 1

- B&R Service center: You will send the article to this B&R site.  
Repairs are carried out centrally by the B&R Servicecenter in Eggelsberg
- Reference no. 1 – 3:
  - customer's own references
  - possibility of choosing your own descriptions
  - Change of descriptions → E-Mail to [service.portal@br-automation.com](mailto:service.portal@br-automation.com)
  - Example for own descriptions: order number instead of reference 1
- Name of end customer: name of the final customer





# Order data

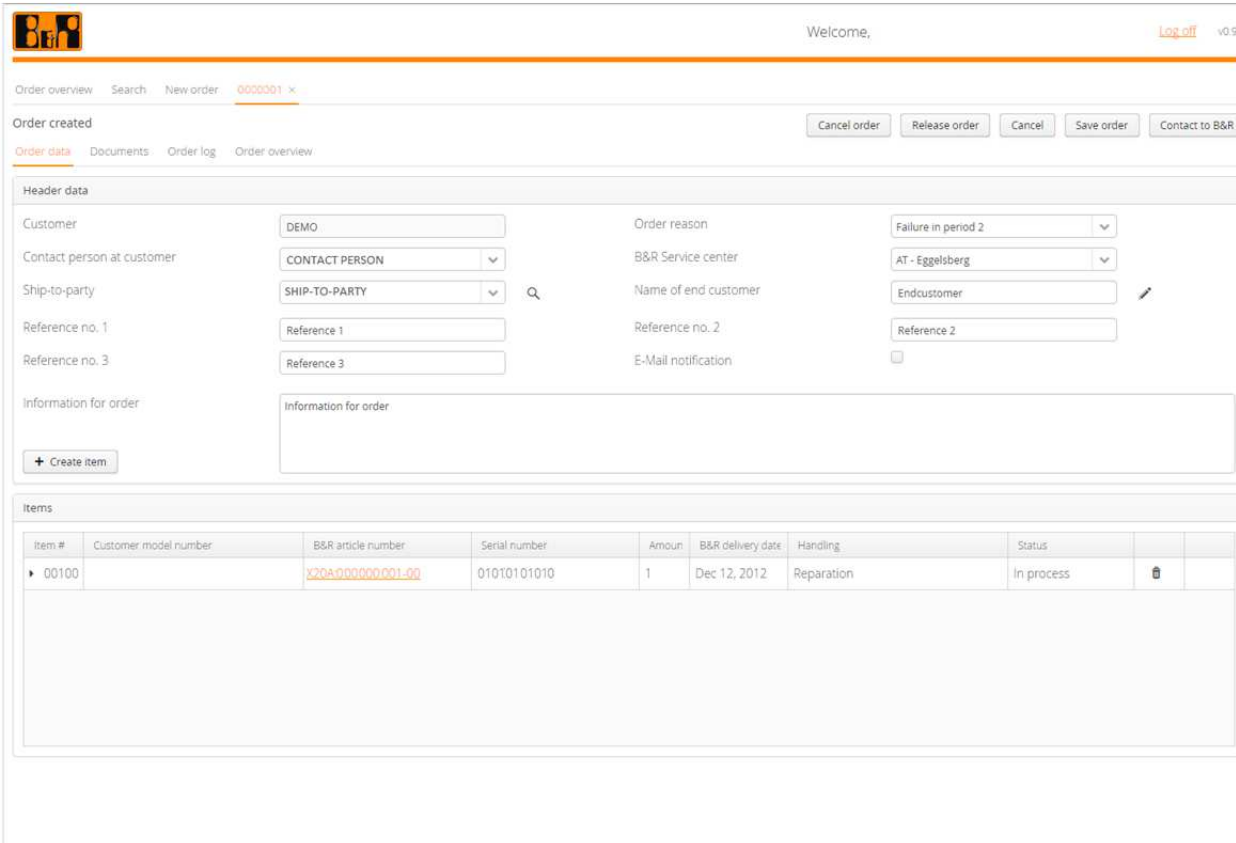
---

## Header data – Part 1

- E-Mail notification: Contact person receives e-mail notification of relevant actions: Arrival of repair material at B&R, Cost estimate created, Repair complete
- Information for order: Circumstances under which failure occurred

# Order data

## Item data



The screenshot shows a web interface for order management. At the top, there is a navigation bar with 'Order overview', 'Search', and 'New order' (0020301). Below this, there are buttons for 'Cancel order', 'Release order', 'Cancel', 'Save order', and 'Contact to B&R'. The main content area is titled 'Header data' and contains several input fields and dropdown menus for customer and order information. Below the header data is a '+ Create item' button and an 'Items' table.

Item #	Customer model number	B&R article number	Serial number	Amount	B&R delivery date	Handling	Status		
00100		X20A00000001-00	01010101010	1	Dec 12, 2012	Reparation	In process		

In the item data you will find information which applies to the specific item



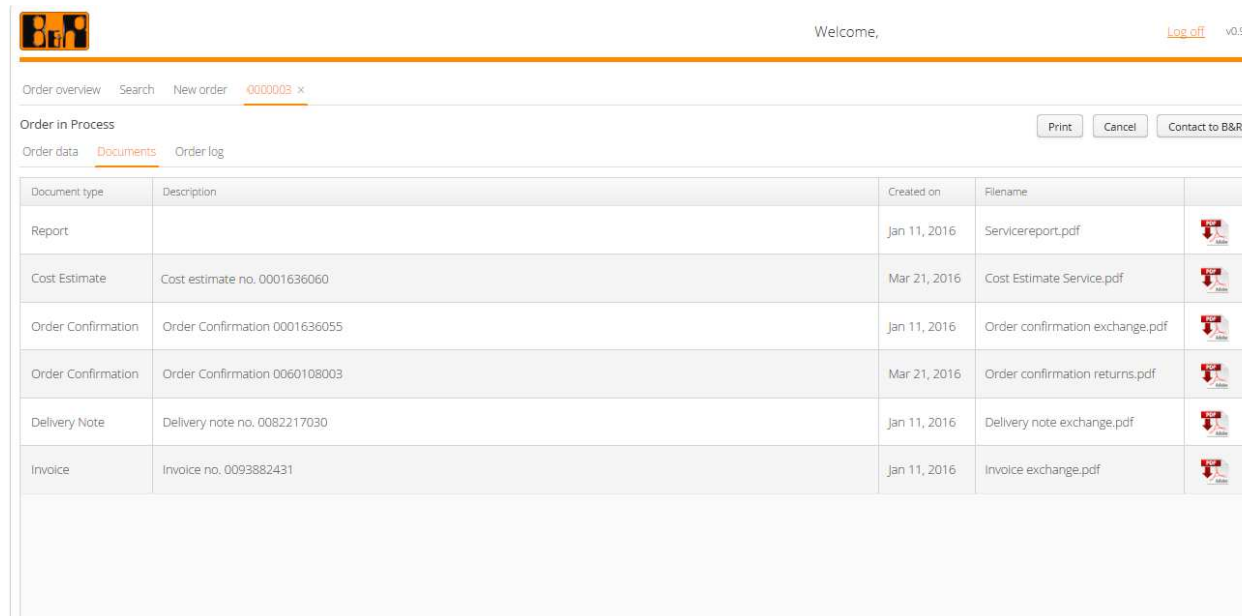
# Order data

---







## Item data

- Item #: B&R item number
- Customer model number: your article number for the item
- B&R article number: B&R article number for the item
- Serial number: entered serial number
- B&R delivery date: original delivery date of the serial number by B&R
- Handling: handling type chosen for the item
- Status:
  - Open: Item in process
  - Closed: Item is completed
  - Irreparable: Item is not repairable

# Order documents

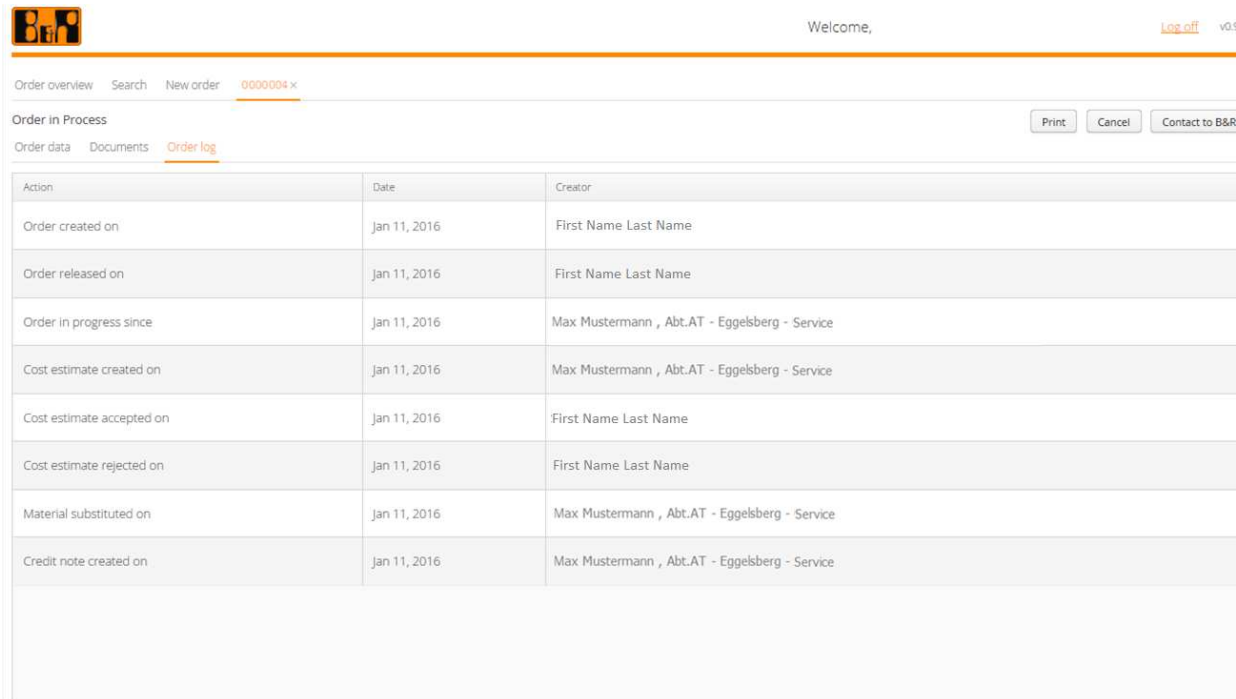


The screenshot displays the 'Order documents' section of the ABB Order Management System. At the top, there is a navigation bar with 'Order overview', 'Search', and 'New order' (with a search box containing '0000003'). Below this, the 'Order in Process' section is active, with tabs for 'Order data', 'Documents', and 'Order log'. The 'Documents' tab is selected, showing a table of documents. The table has five columns: 'Document type', 'Description', 'Created on', 'Filename', and a download icon. The documents listed are:

Document type	Description	Created on	Filename	
Report		Jan 11, 2016	ServiceReport.pdf	
Cost Estimate	Cost estimate no. 0001636060	Mar 21, 2016	Cost Estimate Service.pdf	
Order Confirmation	Order Confirmation 0001636055	Jan 11, 2016	Order confirmation exchange.pdf	
Order Confirmation	Order Confirmation 0060108003	Mar 21, 2016	Order confirmation returns.pdf	
Delivery Note	Delivery note no. 0082217030	Jan 11, 2016	Delivery note exchange.pdf	
Invoice	Invoice no. 0093882431	Jan 11, 2016	Invoice exchange.pdf	

All documents – as long as they are available for the order – in PDF format

# Order log



The screenshot shows a web interface for an order management system. At the top, there is a navigation bar with the ABB logo on the left, the text "Welcome," in the center, and "Log off" and "v0.9.9" on the right. Below the navigation bar, there are tabs for "Order overview", "Search", "New order", and "0000004 x". The "Order in Process" section is active, with sub-tabs for "Order data", "Documents", and "Order log". On the right side of this section, there are buttons for "Print", "Cancel", and "Contact to B&R". The main content is a table with three columns: "Action", "Date", and "Creator". The table contains ten rows of data, all dated "Jan 11, 2016".

Action	Date	Creator
Order created on	Jan 11, 2016	First Name Last Name
Order released on	Jan 11, 2016	First Name Last Name
Order in progress since	Jan 11, 2016	Max Mustermann , Abt.AT - Eggelsberg - Service
Cost estimate created on	Jan 11, 2016	Max Mustermann , Abt.AT - Eggelsberg - Service
Cost estimate accepted on	Jan 11, 2016	First Name Last Name
Cost estimate rejected on	Jan 11, 2016	First Name Last Name
Material substituted on	Jan 11, 2016	Max Mustermann , Abt.AT - Eggelsberg - Service
Credit note created on	Jan 11, 2016	Max Mustermann , Abt.AT - Eggelsberg - Service

All steps of the order



## New Order

# How to use the B&R Material Return Portal

# New Order



Order overview Search: New order 0000001 >

Order created Cancel order Release order Cancel Save order Contact to B&R

Order data Documents Order log Order overview

Header data

Customer: DEMO

Contact person at customer: CONTACT PERSON

Ship-to-party: SHIP-TO-PARTY

Reference no. 1: Reference 1

Reference no. 3: Reference 3

Order reason: Failure in period 2

B&R Service center: AT - Eggelsberg

Name of end customer: Endcustomer

Reference no. 2: Reference 2

E-Mail notification:

Information for order: Information for order

+ Create item

Items

Item #	Customer model number	B&R article number	Serial number	Amount	B&R delivery date	Handling	Status		
• 00100		7204500000001-00	01010101010	1	Dec 12, 2012	Reparation	In process		

- Tab “New Order”
- Difference
  - Obligatory fields (highlighted in red)
  - Optional fields

# Add item – Part 1

Ship-to-party

Name of end customer

Reference no. 1

Reference no. 2

Reference no. 3

Information for order

Items

Item #	Customer moc
▶ 00100	

### Create order item

[Search and choose](#) [Article details](#)

Article search

Please enter a serial number

- Button “Create item”
- Enter serial number
- Search



# Add item – Part 2

## Particularity: structured articles

Create order item

Search and choose Article details

Article search

Please enter a serial number

Serial number entered is part of an assembly

Item #	Article included	Serial number	B&R article number	Customer model number	B&R delivery date
▼ 00100	<input checked="" type="checkbox"/>	01010101010	X20A000000.001-00		Jan 30, 2013
	<input type="checkbox"/>	01010101015	X20BR00		
	<input checked="" type="checkbox"/>	01010101014	X20HR00G0		
	<input checked="" type="checkbox"/>	01010101013	X20HB00G0		
	<input checked="" type="checkbox"/>	01010101012	X20PS0000		

- Overview of the components included
- Select the components to be sent to B&R
- Press “Save”

# Add item – Part 3

## Details for serial number:

- Information: details for the chosen type of handling (e.g.: Information about the procedure when choosing a certain type of repair)

Create order item

Search and choose [Article details](#)

Item detail X20A:000000.001-00

Add File Files already uploaded: 0  emergency repair

Item #	Article included	Customer model number	B&R article number	Serial number	Amount (item)	B&R delivery d	Info	Expected delivery	Handling
00100	<input type="checkbox"/>		<a href="#">X20A:000000.001-00</a>	01010101010	1.0	Jan 30, 2013	YQ		Reparation
	<input type="checkbox"/>		<a href="#">X20B800</a>	01010101015	1.0				
	<input checked="" type="checkbox"/>		<a href="#">X20H800G0</a>	01010101014	1.0				
	<input checked="" type="checkbox"/>		<a href="#">X20H800G0</a>	01010101013	1.0				
	<input checked="" type="checkbox"/>		<a href="#">X20PS000</a>	01010101012	1.0				

Note

Note

Information

When choosing a Reparation your goods will be inspected and, if required and desired, repaired and subsequently sent back to you.

Customer

Description

Additional requirements / information

B&R

Report

Comments

Details

Claim recognized

Attachment Files 0

Cancel Save

# Add item – Part 4

---

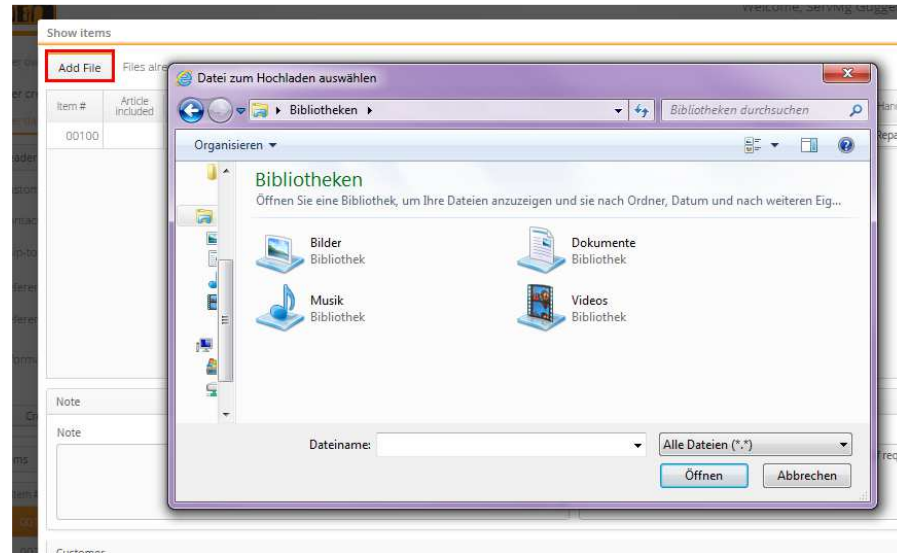


- Available input options:
  - **Article included:** select articles which are to be returned
  - **Handling:** choose handling type for material (details see “Information”)
  - **Description:** enter error description
  - **Additional requirements / information:** you can indicate any special requests you may have regarding the repair of your materials. (in particular when choosing reconditioning)
- Apply entries with the “Save” button

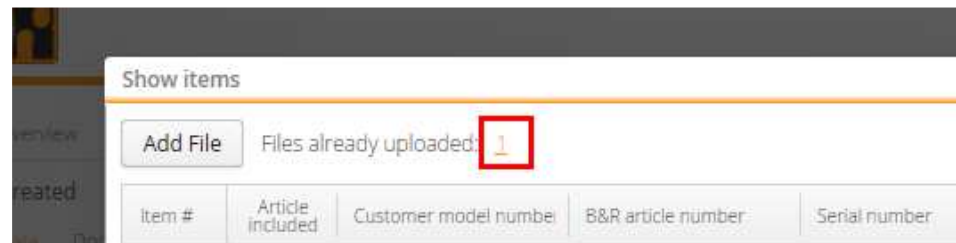
# Add item – Part 5

## Add file to item

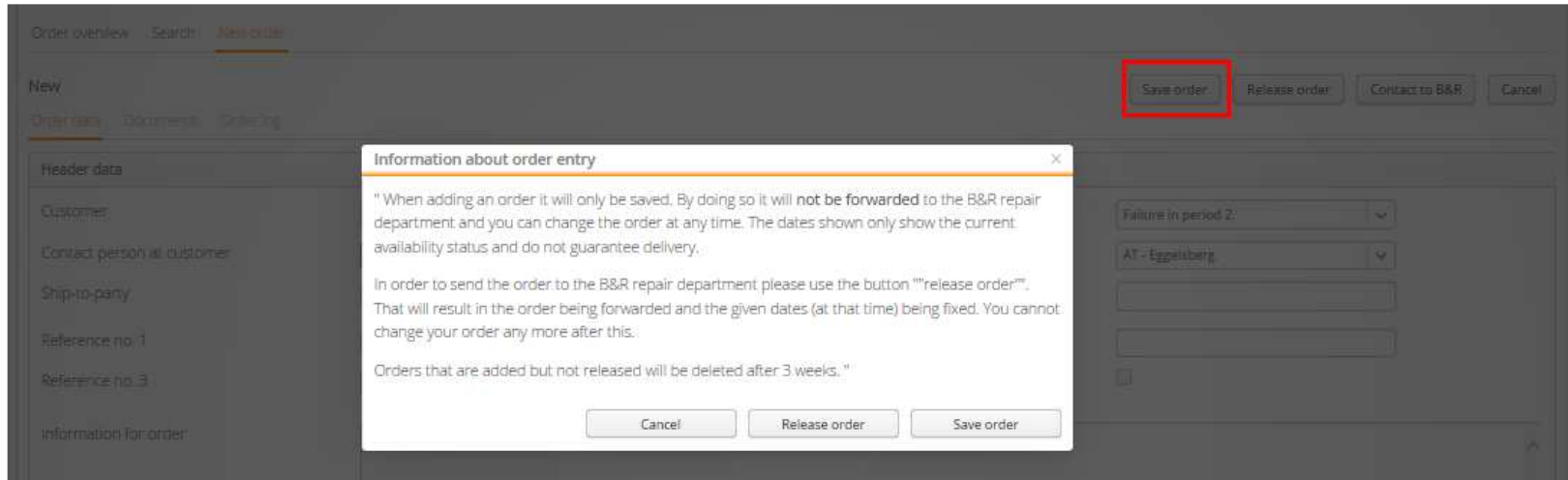
- Button “Add file”
- Open file to add it



- see the attached files



# Save order



After entering all header and item data → “Save order”

## Note:

Save order: Order will NOT be forwarded to B&R repair (only saved)

Release order: Order will be forwarded to B&R repair



# Change order

**How to use the B&R Material Return Portal**

# Change order

---

- Click on a material return order in the “Order created” bar
- You can change or delete header and item data in this material return order
- **Note:** material return orders can only be changed when their status is “Order created”. Orders that have been released can no longer be changed
- Click button “Change order” button to apply changes to the material return order
- To undo your changes, click button “Cancel”

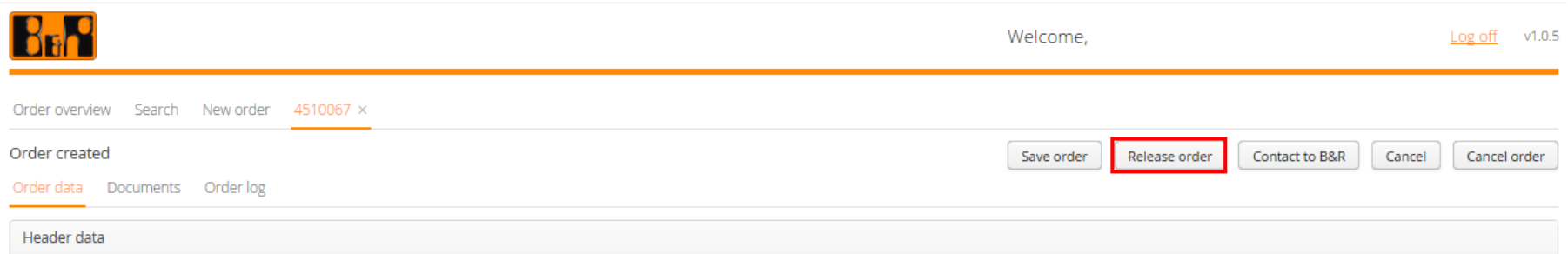


## Release order

**How to use the B&R Material Return Portal**



# Release order



The screenshot shows a software interface for order management. At the top left is the ABB logo. To the right, it says 'Welcome,' and 'Log off v1.0.5'. Below this is a navigation bar with 'Order overview', 'Search', and 'New order 4510067 x'. Underneath, it says 'Order created' and has buttons for 'Save order', 'Release order' (highlighted with a red border), 'Contact to B&R', 'Cancel', and 'Cancel order'. At the bottom, there is a section for 'Header data' with sub-links for 'Order data', 'Documents', and 'Order log'.

- Button “Release order”
- Order will be bindingly sent on to the B&R repair center
- Check or correct the data entered using Order Summary

# Order Summary



- Check Order data
- Confirm order

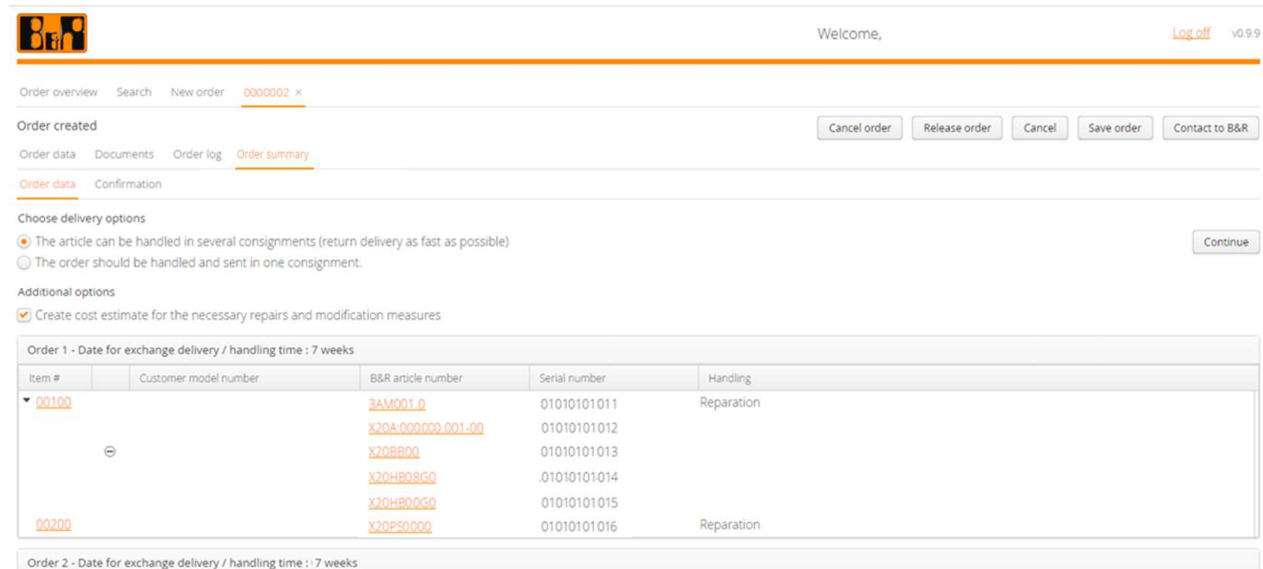
→ Check or correct the data entered

# Order Summary



## Order data

- Delivery options
- Cost estimate
  - Cost estimate will be created
  - **Note: only for repairs and modifications, that are not under warranty**
- Item details



The screenshot shows the ABB Order Summary web interface. At the top, there is a navigation bar with the ABB logo, a welcome message, and a 'Log off' button. Below the navigation bar, there is a search bar and a 'New order' button. The main content area is titled 'Order created' and includes a 'Cancel order' button, a 'Release order' button, a 'Cancel' button, a 'Save order' button, and a 'Contact to B&R' button. The 'Order data' tab is selected, and the 'Confirmation' sub-tab is active. Under 'Choose delivery options', there are two radio buttons: 'The article can be handled in several consignments (return delivery as fast as possible)' (selected) and 'The order should be handled and sent in one consignment'. Under 'Additional options', there is a checked checkbox for 'Create cost estimate for the necessary repairs and modification measures'. The main table displays the order details for 'Order 1 - Date for exchange delivery / handling time : 7 weeks'. The table has columns for Item #, Customer model number, B&R article number, Serial number, and Handling. The table contains two rows of data, one for item 00100 and one for item 00200. The 00100 row is expanded to show a list of B&R article numbers and serial numbers.

Item #	Customer model number	B&R article number	Serial number	Handling
00100		3AM001_0	0101010111	Reparation
		X20A000000001_00	0101010112	
		X20B800	0101010113	
		X20HR08G0	0101010114	
		X20HR00G0	0101010115	
00200		X20PS0000	0101010116	Reparation

# Order Summary



## Confirmation

- Header data
- Repair terms
- Release binding order

→ **Note:** Only after clicking the button “Release binding order”, will your order be bindingly sent on to the B&R repair center.

The screenshot shows a web interface for order confirmation. At the top, there is a navigation bar with 'Order overview', 'Search', and 'New order' (with a search icon). Below this, the order number '000001' is displayed. The main content area is titled 'Order created' and includes a breadcrumb trail: 'Order data', 'Documents', 'Order log', and 'Order overview'. A row of buttons is visible: 'Cancel order', 'Release order', 'Cancel', 'Save order', and 'Contact to B&R'. The 'Confirmation' tab is active. The page is divided into three columns of information:

Customer information:	Bill-to party	The delivery will be sent to the following address:
423677 DEMO Hagenower Str.138 60198 Frankfurt Germany	423677 DEMO Hagenower Str.138 60198 Frankfurt Germany	423677 DEMO Hagenower Str.138 60198 Frankfurt Germany
	Payment terms: Within 14 days Due net	Delivery terms: Ex works

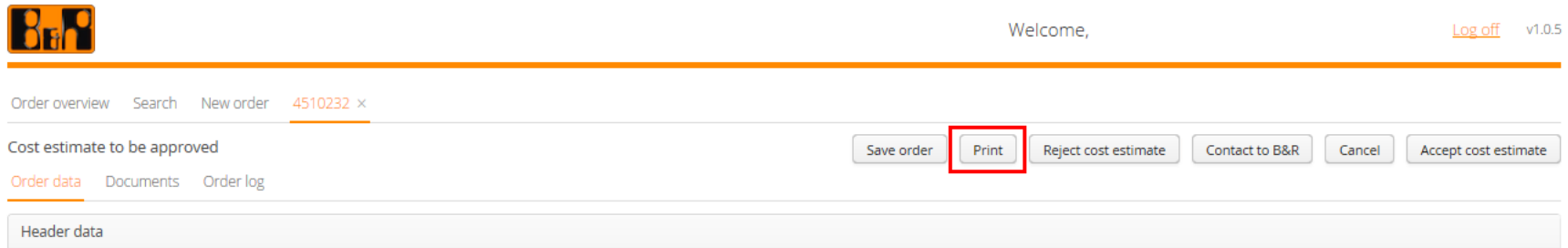
Below the information, there is a 'Repair terms' section with a checkbox for 'I agree to the repair terms \*'. A 'Release binding order' button is located at the bottom of the form. A note at the bottom left states '\* obligatory fields'.



## Print delivery note

**How to use the B&R Material Return Portal**

# Print delivery note



The screenshot shows the ABB software interface. At the top left is the ABB logo. To the right, it says "Welcome," followed by a "Log off" link and the version number "v1.0.5". Below this is a navigation bar with "Order overview", "Search", "New order", and "4510232 x". The main content area shows "Cost estimate to be approved" with a row of buttons: "Save order", "Print" (highlighted with a red box), "Reject cost estimate", "Contact to B&R", "Cancel", and "Accept cost estimate". Below the buttons are links for "Order data", "Documents", and "Order log". At the bottom, there is a section labeled "Header data".

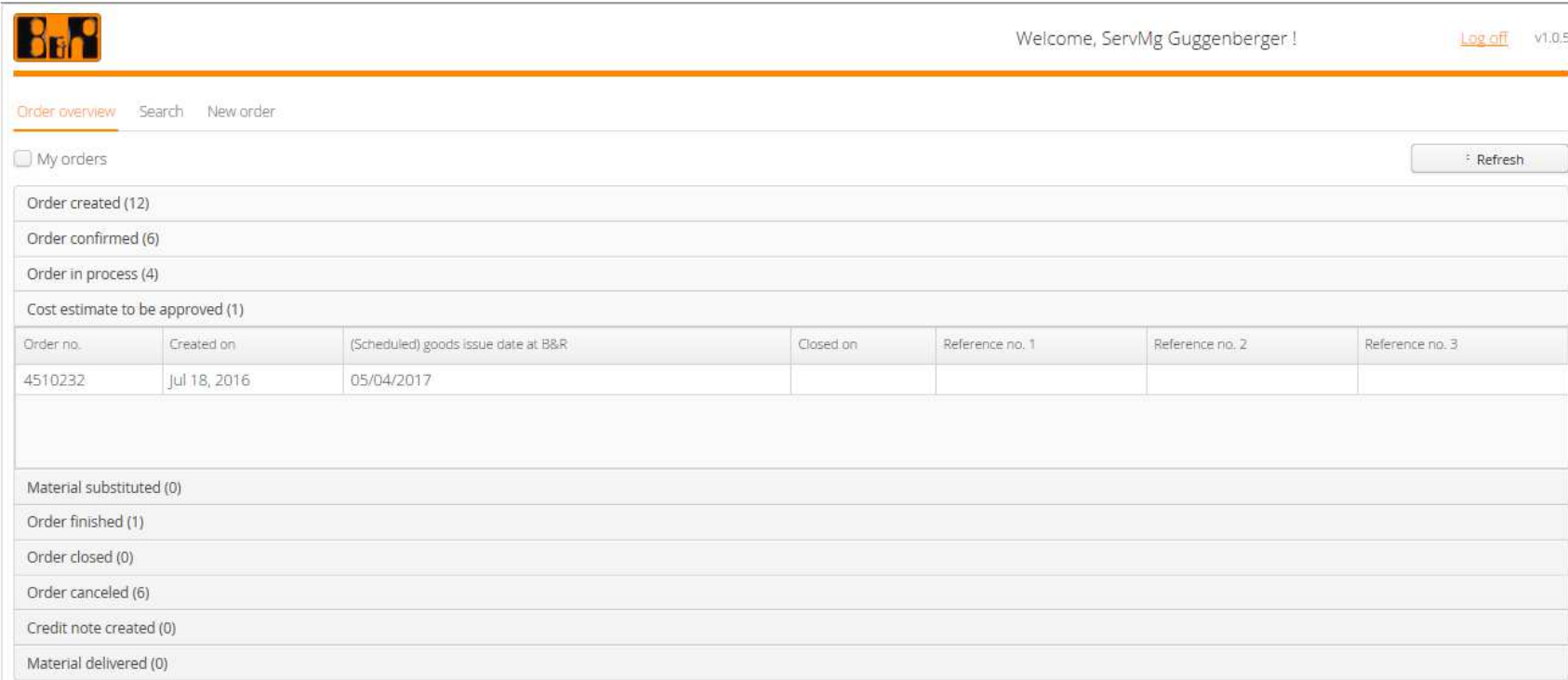
- Button “Print”
- **Note:** only possibly for orders with status “Order created”
- Document must be sent with the shipment



## Accept cost estimate

**How to use the B&R Material Return Portal**

# Cost estimate to be approved



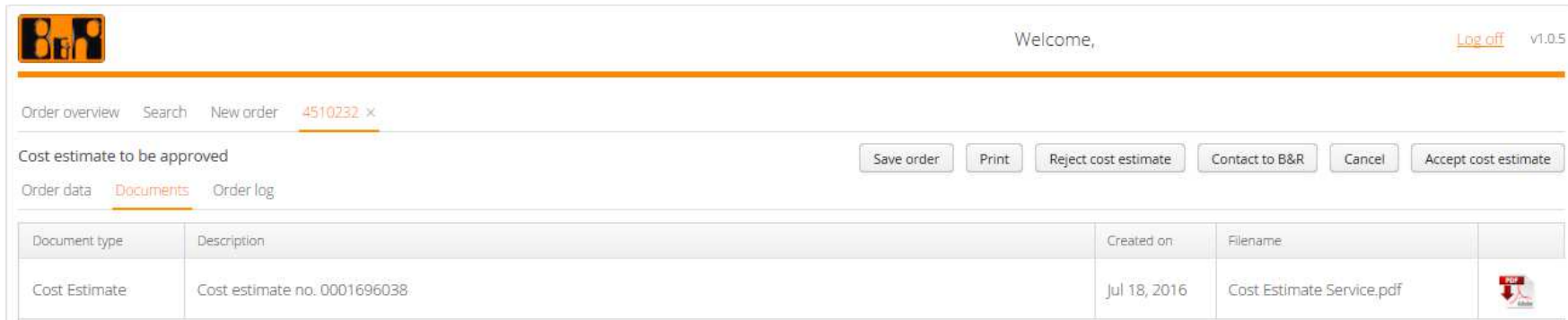
The screenshot shows the B&R order overview interface. At the top, there is a navigation bar with the B&R logo, the user name 'Welcome, ServMg Guggenberger!', and a 'Log off' link. Below the navigation bar, there are tabs for 'Order overview', 'Search', and 'New order'. A 'My orders' checkbox is present, along with a 'Refresh' button. The main content area displays a list of order statuses: 'Order created (12)', 'Order confirmed (6)', 'Order in process (4)', 'Cost estimate to be approved (1)', 'Material substituted (0)', 'Order finished (1)', 'Order closed (0)', 'Order canceled (6)', 'Credit note created (0)', and 'Material delivered (0)'. A table is shown below the 'Cost estimate to be approved' status, containing one row of data.

Order no.	Created on	(Scheduled) goods issue date at B&R	Closed on	Reference no. 1	Reference no. 2	Reference no. 3
4510232	Jul 18, 2016	05/04/2017				


As soon as the cost estimate has been created by the B&R repair center, the order appears in the order overview “Cost estimate to be approved”



# Display cost estimate

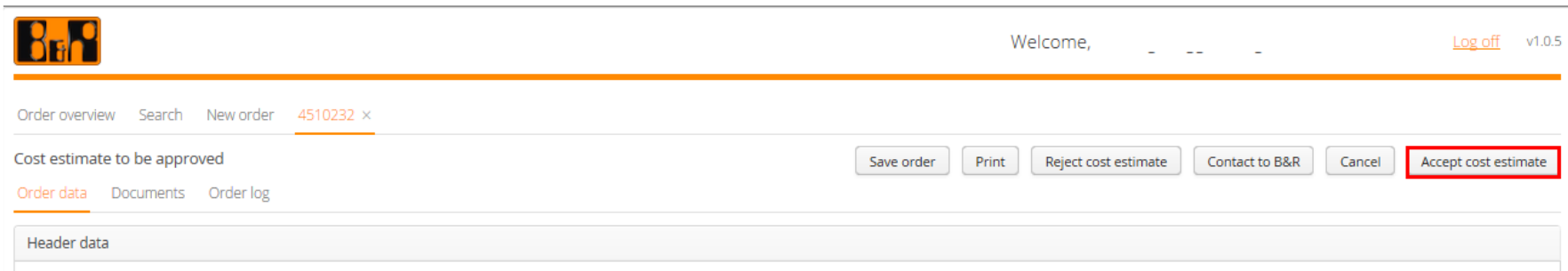


The screenshot shows a web application interface for ABB. At the top left is the ABB logo. The top right corner displays "Welcome," and a "Log off" link next to the version number "v1.0.5". Below the header, there is a navigation bar with "Order overview", "Search", "New order", and a dropdown menu for order number "4510232" with a close icon. The main content area is titled "Cost estimate to be approved" and contains several buttons: "Save order", "Print", "Reject cost estimate", "Contact to B&R", "Cancel", and "Accept cost estimate". Below this, there are tabs for "Order data", "Documents" (which is selected), and "Order log". A table lists the documents:

Document type	Description	Created on	Filename	
Cost Estimate	Cost estimate no. 0001696038	Jul 18, 2016	Cost Estimate Service.pdf	

The cost estimate can be found under tab “Documents”

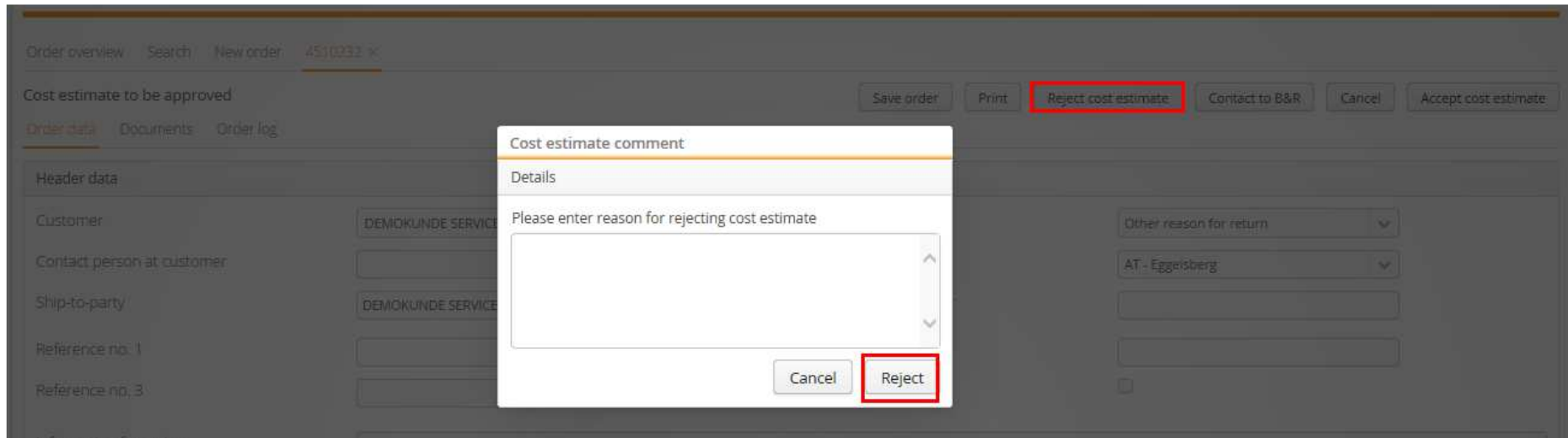
# Accept cost estimate



The screenshot shows the ABB software interface. At the top left is the ABB logo. To the right, it says 'Welcome, - - -' and 'Log off v1.0.5'. Below this is a navigation bar with 'Order overview', 'Search', 'New order', and '4510232 x'. The main content area is titled 'Cost estimate to be approved' and contains a row of buttons: 'Save order', 'Print', 'Reject cost estimate', 'Contact to B&R', 'Cancel', and 'Accept cost estimate'. The 'Accept cost estimate' button is highlighted with a red border. Below the buttons is a section labeled 'Header data'.

- Button “Accept cost estimate”
- Order will be moved to the “Orders in progress” bar
- Order will be processed further by the B&R repair center

# Reject cost estimate



- Button “Reject cost estimate”
- Enter reason for rejecting cost estimate
- Button “Reject”
- Order can be seen in the order overview in the group “Order canceled”
- Order will no longer be processed



## Complete order

**How to use the B&R Material Return Portal**

# Complete order



The screenshot shows the B&R web interface. At the top left is the B&R logo. To the right, it says 'Welcome,' and 'Log off v1.0.5'. Below this is a navigation bar with 'Order overview', 'Search', 'New order', and two order numbers: '4510194 x' and '4510125 x'. The '4510125 x' is underlined. Below the navigation bar, there is a section titled 'Order finished' with buttons for 'Print', 'Contact to B&R', 'Cancel', and 'Complete order'. The 'Complete order' button is highlighted with a red border. Below this section, there are links for 'Order data', 'Documents', and 'Order log'. At the bottom, there is a section titled 'Header data'.

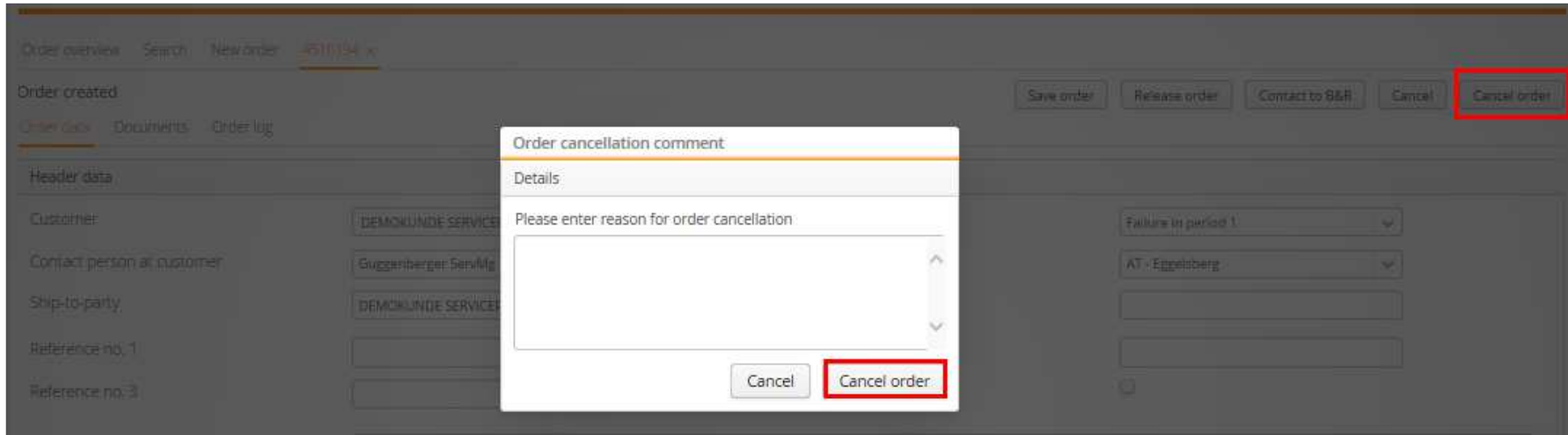
- By clicking on the button “Complete order” you let B&R know that, in your view, the order has been completed
- As a result the order appears under the group “Order closed”



## Cancel order

**How to use the B&R Material Return Portal**

# Cancel order



- Button “Cancel order”
- Enter reason for order cancellation
- Button “Cancel order“

**Note:** Only orders which have status “Order created” can be canceled

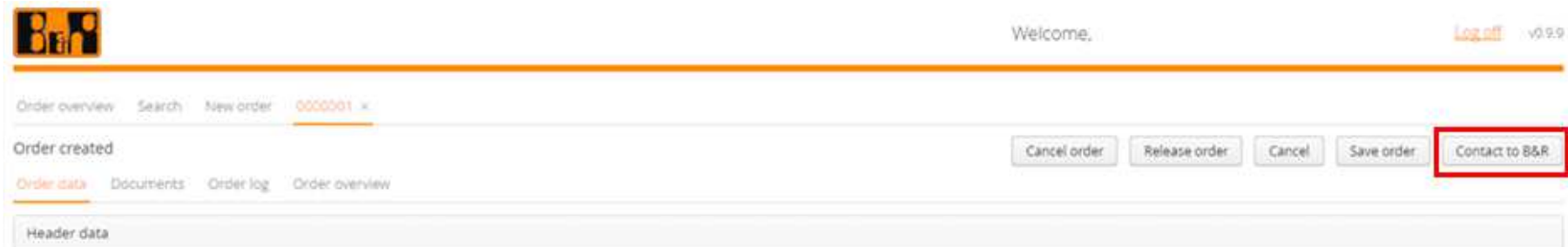


# Technical Support

## How to use the B&R Material Return Portal



# Technical Support




- Button “Contact to B&R”: E-Mail account will open
- E-Mail to [service.portal@br-automation.com](mailto:service.portal@br-automation.com)



**Log off**

# Log off from B&R Material Return Portal



The screenshot shows the B&R Material Return Portal interface. At the top left is the B&R logo. In the top right, it says 'Welcome,' followed by a 'Log off' link and 'v1.04'. Below this is a navigation bar with 'Order overview' (highlighted), 'Search', and 'New order'. Underneath is a section for 'My orders' with a 'Refresh' button. A table below shows 'Order created (85)' with columns for 'Order no.', 'Created on', '(Scheduled) goods issue date at B&R', 'Closed on', 'Reference no. 1', 'Reference no. 2', and 'Reference no. 3'.

In order to log out properly from the B&R Material Return Portal click the button “Log off”

PERFECTION IN AUTOMATION  
A MEMBER OF THE ABB GROUP



# YOUR GLOBAL PARTNER FOR AUTOMATION EXCELLENCE

